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ABSTRACT

This study, which was designed to provide an overview of the community and the status of public library services, gave specific consideration to the general characteristics and needs of the community, the organization, administration, and funding of the library, existing library facilities, staff and material resources, existing services, and an evaluation of the present library users and non-users. Information about the community (history, characteristics, future plans, projections) was acquired from printed sources and from interviews with community officials. Data on the library were collected from March 1977 through January 1978 through interviews with library board members and staff, as well as samples of collections, registration, and circulation records. Library records, reports, and official documents were also consulted. These data were compared to the "Standards for Public Library Service in North Carolina," and 14 recommendations were proposed in the following areas: materials, facilities, hours of service, borrowing services, reference and information services, programming, and services to special groups. Eight maps, nine charts, and 48 data tables are included. (Author/JAB)

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INFORMATION RESOURCES:

An analysis of community needs and an evaluation of library services in Chatham and Alamance Counties.

by

Susan H. Kern

and

Philip W. Ritter

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INTRODUCTION

The original motivation for this community analysis and library evaluation was a Community Analysis Institute held in February and May 1977 under the direction of David N. McKay, State Librarian of North Carolina, and with an instructional staff from the Community Analysis Research Institute at the University of Denver. The two authors of this report attended this institute and committed themselves to this project.

It has become more and more obvious in the last few years that there is an ever increasing need for more exact data for planning, evaluating, and justifying public library service. In order to plan effectively for future development of library services to the population of Alamance and Chatham Counties, a comprehensive analysis of the existing situation was necessary. It has become abundantly clear that in library planning the establishment of priorities among possible service alternatives has depended too much on intuition and too little on fact. Therefore, the Community Analysis Institute has given the authors the intensive and fundamental guidance for community assessment on the county and multi-county regional level.

Specific consideration has been given to the general characteristics and needs of the community which is to be served, the organization, administration, and funding of the library, existing library facilities, staff and material resources of the library, existing library services, and an evaluation of the present library users and non-users. Hopefully, this community analysis and library evaluation will aid in the preparing of policy documents, budgeting, and planning, both short and long range. Ultimately, the state librarian is to use this analysis of the library services in Alamance and Chatham Counties as part of an analysis of the library services in North Carolina.

Methodology

The methodologies employed for data collection vary depending upon the nature of the information desired. It was necessary to move beyond a simple impressionistic view of the community or the library. However, a scientific community survey was too advanced for the scope of this study. Therefore, the methodology used involved a systematic community analysis. Information about the community, its characteristics, future plans, and projections were acquired from printed sources and from personal interviews with community officials and leaders. Specific printed resources for information about the people living in this area included the U.S. Bureau of Census Publication for 1970 and other publications included in the bibliography found at the end of this report.

Whenever possible, data relating to the characteristics of the population was compared to surveys of library users in other communities. A comparison of basic similarities enabled the authors to generalize the findings of other studies to the residents of Alamance and Chatham Counties.

Data on the library was collected from March 1977 through January 1978. In addition to interviews with various library board members and library staff, samples were taken of collections, registration, and circulation records. Library records, reports, and official documents were also sources of considerable information regarding the history, organization, development, and

services. A questionnaire regarding the facilities at all of the library branches provided the basis for an evaluation of the adequacy of library facilities.

In every category of this investigation of the library, data collected was compared to the Standards for Public Library Service in North Carolina which was prepared by the Public Library Section of the North Carolina Library Association in 1976.

Objectives

The overall purpose of this study was to provide an overview of the community of Alamance and Chatham Counties and the status of public library service in these counties. The evaluation of the present operation of the Central N.C. Regional Library was to be done in the context of the Standards for Public Library Service in North Carolina including resources for, services to, and use by the various population groups in Alamance and Chatham Counties.

It was hoped to be able to determine estimates of population growth and type, future reading habits, and future community information needs that might be met by the public library in its service area. An attempt was made to anticipate all technological changes and developments that could be utilized by the public library, e.g., computer output microfilm catalog, recordings, films, etc. There was also an attempt to anticipate the patterns of change in services which would be provided by a rural public library. Relationships with other library and communication agencies as well as with local schools was given serious consideration.

Recommendations for the development of services to Alamance and Chatham Counties are included as a significant element in the master plan to be developed by the Central N.C. Regional Library with the goal of providing adequate library and information service to all people in Chatham and Alamance Counties.

GENERAL CONCLUSIONS AND RECOMMENDATIONS

The four main divisions of this report present data on Alamance and Chatham Counties and its present library services. Selected demographic, economic, and social characteristics of the community, characteristics that traditionally bear on library use, have been presented and examined. The analysis of the library has focused on governance, finances, personnel, materials, facilities, and users in order to assess the adequacy of the public library according to the accepted Standards for Public Library Service in North Carolina and to assess the appropriateness of available services in terms of community needs. The findings of the year-long research are discussed at length in this report. It is felt that the conclusions, as elaborated upon in the remainder of this document, lead to the following recommendations:

General Recommendations

The following is a summary of general recommendations which are suggested as necessary actions to develop a minimal level of library service to a present population of 130,000 persons and to guide a program of development to serve the future needs of Alamance and Chatham Counties.

> Recommendation 1: The formulation of a service policy statement defining the functions and responsibilities of the library should be an immediate concern of the Board of Trustees. These service responsibilities should reflect verifiable community needs and should provide for service to people unable to make use of traditional library facilities and services.

A common problem among non-profit and governmental institutions is their lack of well-stated goals and objectives against which progress can be measured and evaluated. Given increasing demands for public funds from many sectors, defined priorities will assure provision of essential services, in priority order of community need in the event of budget fluctuation. In addition, an ongoing process evaluation should be established, in which relevant statistical data would be collected. It is considered necessary for the staff and the Board of Trustees to work together on a statement of specific service objectives for public library service in Alamance and Chatham Counties. These objectives should be directed towards the establishment of an active and people-oriented library which offers library service to all segments of the community.

> Recommendation 2: A significant effort should be made on the local level to resolve the question of responsibility for the provision of public library services in an equitable manner.

Public funding of the library should be more equitably distributed between the municipalities and counties served. The prevalent opinion is that public library services in Alamance and Chatham Counties should be a county function. However, one problem facing the Central N.C. Regional Library is its dependence on funding from municipal sources. Clearly, one of the immediate needs of the Central N.C. Regional Library is the resolution of the question of local responsibility for library personnel and resources.

> Recommendation 3: An immediate effort should be made to increase the number of library personnel and especially to eliminate the dependence on federally funded CETA positions. These increases in staff should come both at the professional and non-professional levels.

The addition of more staff is absolutely essential to maintain the present level of library services as well as to provide the services which are being demanded by the public. A library serving a population of 130,000 persons will require a staff of approximately 65 full-time employees. The present staff of 28 full-time employees and 6 CETA employees is strained to accomplish existing work load requirements.

Materials

> Recommendation 4: The library collection should be expanded toward a goal of 260,000 volumes for a population of 130,000 persons by 1990.

At the present time the library collection is inadequate both in quantity and in quality. A complete inventory of the entire book and materials collection should be completed as soon as possible. At that time it will be clear exactly how many books will be needed to meet the minimum standards of two books per capita. Since the main purpose of the public library is still the provision of books to the public, an increase in the book collection is of the highest priority. However, non-book materials such as periodicals, newspapers, microfilm, 16mm and 18mm films, recordings, etc. should also not be neglected. Because of current space problems in some of the libraries, a systematic program of weeding of the collections is required. In some cases, significant additions to these collections will not be possible until larger facilities are occupied.

> Recommendation 5: A materials selection policy should be developed and adopted by the Board of Trustees that specifically reflects the community needs in terms of the following demographic characteristics: 1) age; 2) education; 3) occupation; 4) general lifestyle.

It is absolutely necessary that a materials selection policy be written in order to insure the future quality of the collection. A good selection policy will provide the best books for the greatest needs and for the least money. In any selection policy that is developed, special attention should be given to an increased reference collection in all branches, special purchase of young adult materials, special purchase of children's materials, the problem of securing high demand recreational items without sacrificing good collection development, and the problem of audiovisual materials.

Facilities

> Recommendation 6: The building program for the next decade should include plans for the renovation and/or expansion of the facilities at the May Memorial Library and at the Goldston Public Library.

Since the largest problem at both of these facilities is the age of the buildings and the inadequate space, special attention should be given to these two libraries. Any attempt to improve these two facilities should involve an investigation and evaluation of their location. This is particularly true at the May Memorial Library where parking continues to be a problem. It should also be noted that an attempt should be made to improve the outside markings of all branch libraries and add directional signs to the library at appropriate intersections.

> Recommendation 7: The addition of branch facilities in the next five years should include the provision of a branch in Alamance County in or near census tract 217 and should provide for a small branch to be located in northern Chatham County.

The western portion of Alamance County is the main area of the urban corridor which is now inadequately served. A branch should be located in this area in or near a highly visible and highly used shopping area. Northern Chatham County has long been a problem with library service because of the orientation of these people to Chapel Hill and Orange County. However, the tremendous increase in housing in this area of the county should produce a demand for library services in the near future. Since it is a long trip to the Pittsboro Library from north Chatham, any plans for branch construction should include a small library in this area of Chatham County.

Hours of Service

> Recommendation 8: The hours open at all libraries should be expanded to include more nights and weekends in order that library facilities can be open more appropriate hours for the working adults and students.

At the present time the limited number of hours that most branch libraries are open places a limitation on all types of services that can be offered. Also, many potential users are unable to visit the library during the present hours. With increased hours of service the library will be better able to serve the needs of its community. This is particularly a problem at the Mebane, Cum Park, and Goldston libraries where the hours open are far below the recommended standards.

Borrowing Services

> Recommendation 9: In order to facilitate the access of materials to its borrowers, the library should complete its inventory of the collection and convert to a computer output microfilm catalog within the next two years.

The conversion to a microfilm catalog would enable the library to place a complete listing of all of its holdings in each branch of the library system. This will facilitate access to these materials by all users. It would be even more advantageous if the library was able to cooperate with the Technical Institute of Alamance in order to provide a joint microfilm catalog of all the holdings of both the public library and the technical institute. It is further recommended that the library work more closely with the Central N.C. Technical Institute in Sanford to investigate the possibilities for a similar cooperative effort.

> Recommendation 10: In order to facilitate the exchange of materials between all branches within the library system, a delivery service should be established to provide daily exchange of correspondence and materials between all libraries.

Since the collection of the Central N.C. Regional Library is scattered among seven libraries in two counties, there are often instances when the item which is needed by a user is located in another library. Our present system of exchange includes a very long delay from the moment a book is requested until the time that it can be delivered to the patron. In order to maximize the use of a microfilm catalog in each branch facility, a daily service delivery would be necessary.

Reference and Information Services

> Recommendation 11: Since no agency in either county takes responsibility for maintaining a central information bank on all community resources and services, the library should take the responsibility for providing this information service in both counties.

Because of the many independent agencies and organizations in both counties, the Central N.C. Regional Library should develop an organized plan of information services to these agencies in both counties in order that it can reach a significantly larger portion of the population. The public library should also develop a program of information service to local governments in order to assist them in their informational needs. The library should also be designated as a clearing house for all local city and county documents in order that they could be more readily available both to the governmental officials as well as to the general public. A special effort should be made to develop these informational services to serve those persons who are not "typical library users." This effort to make the library a community information center will result in the library:

1. Compiling and maintaining an active community organization file in order to coordinate programs in the community;
2. Serving as a referral function to service-providing agencies;
3. Serving as an information source for the governmental officials in Alamance and Chatham Counties;
4. Offering special services to the business and commercial community in both counties.

Programming

Recommendation 12: More emphasis on special programs of particular interest to traditional non-library users should be made.

Programs offered by the library should be either related to its prime information function and/or not offered by any other agency in Alamance and Chatham Counties. Special emphasis should be made to particular groups and traditional non-users of the library. While the library should continue to meet the individual informational needs of citizens, it should keep in mind that individuals often associate in groups. In many cases the library can provide a substantial community service by assisting community groups and organizations in their informational and programming requirements.

Services to Special Groups

Recommendation 13: Provision for increased services for teenagers and children and co-ordination of these services in the main library as well as in all branches should be a high priority. Outreach services to preschool and school age children should also be increased, especially during the summer months.

The provision of increased services to teenagers and children is important in the plan of services to be developed for the library. The library should expand its services, facilities, and materials for both these age groups. The nature of both services should be assessed in light of what already exists in the community and what is possible given the restraints imposed by financial and space needs in the library. It is suggested that there should be developed an improved co-ordination of services between the public and school libraries in order to maximize the limited resources which both have to offer the student population. The library should increase its commitment to offering service to children who are unable to visit library facilities during open hours.

Recommendation 14: Any plan of service which is developed should include a strong commitment to service delivery to the more rural areas of Alamance and Chatham Counties.

It has been established repeatedly in this report that distance from library facilities coupled with lack of private and public transportation create significant barriers for many citizens in Chatham and Alamance Counties who would otherwise be library users. There is growing concern regarding the cost of operating bookmobile services in Alamance and Chatham Counties. If it cannot be continued, some alternatives for service delivery to the rural areas should be implemented. These may include such things as books by mail, increasing the staff of homebound services, etc. Whatever is done, the plan of service should be developed to the level that all areas of both counties are receiving adequate library service.

Community Resources & Needs

HISTORY

Alamance County

Alamance County was formed in 1849 from portions of the adjoining counties of Orange and Guilford. The county gets its name from the Alamance Creek on the banks of which was fought the Revolutionary War battle between Governor Tryon's colonial troops and the British Regulators. More than fifty years before this battle German settlers had begun to populate the area. Pennsylvania Quakers had arrived by 1740, most of them settling around the Snow Camp community in the south, at about the same time that the Scotch-Irish settlers were establishing farms east and north of the Haw River.

About the same time the county seat of Graham was established in 1850, the state legislature decided to build a railroad from Goldsboro to Charlotte. The residents of Graham did not want the railroad to pass through the town because of the noisy shops which would accompany it. Consequently, the railroad went through Haw River, and the company shops were established in what was later named Burlington. This city has continued to grow into the largest in the county long after the railroad's company shops left Alamance County.

During the Civil War the manpower of the county was drained by the military. The fertility of the land was overshadowed by industry. By 1879 the momentum of the textile industry was irreversible. North Carolina's first furniture factory was started in Mebane in 1881. The first power-woven textiles in the south came from Alamance County. The number of mills reached 17 in 1890. Daisy Hosiery Mills, launched in 1896, eventually had over 50 plants around the county. In 1923, Burlington Mills, later to become Burlington Industries, was founded with local capital. Because of the textile industry mill towns sprang up all over the county including Altamahaw-Ossipee, Swepsonville, Haw River, Glenco, Saxapahaw, Hopedale, Bellemont, Glen Raven, and Alamance.

Although much of the county's 428 square miles is classified as farmland, approximately 80% of the county's population resides in the largely urban strip of the county along U.S. 70 and Interstate 85 which includes the towns of Mebane, Haw River, Graham, Burlington, Elon College, and Gibsonville.

Since the economic base of the county is dependent on the textile industry the recent recession of 1973-74 severely affected the unemployment rate in Alamance County. A survey conducted in December, 1975, by the Agricultural Extension Staff of Alamance County polled local leaders with regard to problems and issues. Employment, jobs, and industrial development were identified as the largest problems facing the county in that survey. There is currently an active effort in the county to seek industrial diversification.

Chatham County

Chatham County's first settlers were Scottish Highlanders. In the 1750's English settlers, some of whom were Quakers, were also residing in the area. Before 1771, the area making up present day Chatham County was part of Orange County. Orange County was subdivided in that year in an effort to lessen the general rebelliousness of the people.

Shortly after the Revolutionary War and up to the time of the Civil War, Chatham County became known as a health resort. Wealthy planters who retreated from the coast in the summer to escape the swamps later became permanent residents. The 1790 census showed 9221 inhabitants, 1632 of them blacks owned by 310 whites. By 1890, Chatham's population was 25,413. One should note that the 1970 census listed the county's population as 29,554, a very small percentage of growth in 80 years.

Chatham was involved in textiles as early as 1840. However, its primary economic resources came from agriculture. In 1850, Chatham was one of America's great wheat producing counties. As years passed the economy of the county deteriorated badly. By 1914, active lumber mills had cut over most of the existing forests. Cotton was the first important cash crop followed by tobacco in 1880. Later, western Chatham began concentrating on chickens and dairy cattle. In 1945, agricultural income was $7,000,000 annually from poultry, tobacco, cotton, small grain, livestock, and forestry. In 1956, farm products were worth $17,000,000 with chief sources being poultry (still first), livestock, forestry, tobacco, and gardens. Chatham's agricultural diversification has been accompanied by industrial and commercial development, especially around the Siler City area. Most of Chatham's non-agricultural labor force is employed in textiles, food processing, and feed mills.

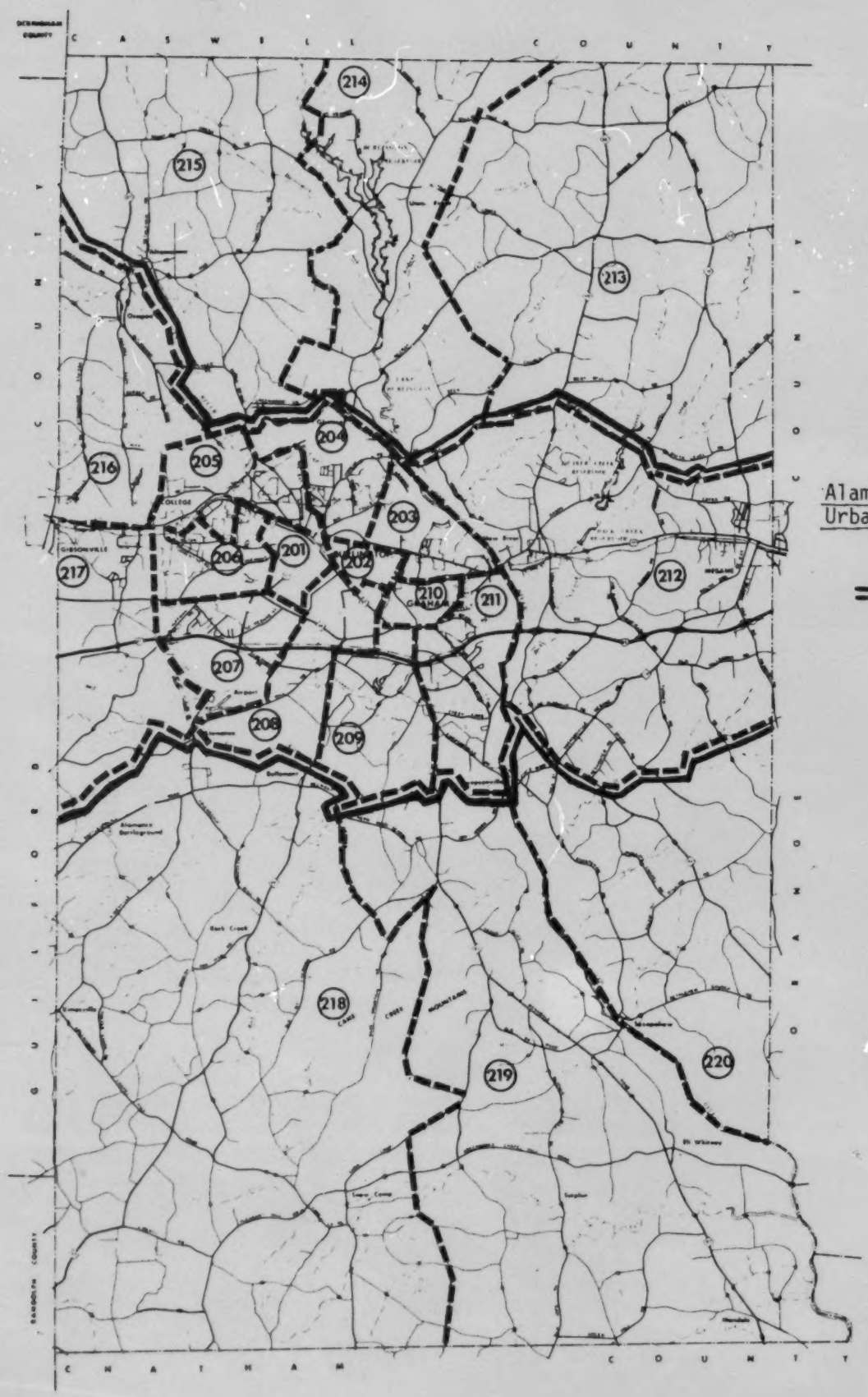
TOPOGRAPHY, ECONOMY, AND URBAN DEVELOPMENT

Alamance County

Alamance County lies in the middle of the state, in the Piedmont area of North Carolina where most of the topography is gently rolling land. The Cane Creek Mountains, the highest range of hills in the county, are located in the middle of the southern part of the county. About 199,416 of the 277,760 acres which comprise the county are classified as farmland. The Haw River runs through the county from north to southeast. Incorporated municipalities include Burlington, Graham, Mebane, Elon College, Gibsonville, and Haw River. Unincorporated communities include Swepsonville, Saxapahaw, Snow Camp, Bellemont, Alamance, Hopedale, Altamahaw-Ossipee, Union Ridge, and Pleasant Grove.

The majority of the urban development has taken place north of Interstate 85 which runs from east to west through the county. This middle strip of the county, or "urban corridor," also follows the route of the Southern Railroad and U.S. Highway 70 as well as Interstate 85. Burlington, the largest town, is approximately 20 miles from Greensboro, 35 miles from Durham, and 30 miles from Chapel Hill. With Graham and Haw River bordering on the east and south, Burlington has grown primarily to the west.

There are more than 200 diversified manufacturing plants in what is now a heavily industrialized area. Western Electric Company has a major plant in the county producing electronic and communications equipment. Sonoco Products designs and manufactures equipment for the textile trade. General Electric Company has opened a plant near Mebane for manufacturing motor controls. Walter Kidde & Company, one of the world's largest manufacturers of fire extinguishers, has opened an Alamance County plant and is planning a major expansion in the near future. With textiles at the core of the county's economy and manufacturing, it is understandable that textile-related businesses would comprise a substantial portion of the county's retail business and a sizable portion of other manufacturing concerns. Textile-related manufacturing concerns include a chemical company producing chemicals for textile use, several dyeing and finishing textile businesses, and makers of textile machine parts and equipment. Many retail outlets exist for finished textile products with retail establishments employing over 10% of the county's workers. Two other major industries represented by manufacturing and retailing are furniture and electrical products. Alamance County also contains a major biological supply company and a healthy construction industry which employs nearly 6% of the county's labor force. Despite today's emphasis on industrial growth and development, Alamance County still provides a setting for a strong agricultural component in its overall economy. Several thousand workers are employed in the operation of approximately 1,000 farms, and hundreds more are working in agriculture-related jobs. Dairy operations lead the list of the county's agricultural products, followed closely by poultry and tobacco. Corn and soybeans are major crops with considerable acreage devoted to wheat, oats, and milo. The national economic recession of 1973-74 was particularly hardfelt in the textile industry. As evidence of this recession the unemployment rate in Alamance County topped 11% during this period. During 1976 and much of 1977 the rate of unemployment in Alamance County has averaged 9%, the highest for any county in North Carolina. Such large scale unemployment, and the resulting loss in purchasing power, has had a major impact on the economy



MAP 1

Alamance County-
Urban Corridor

of the county. Although the unemployment rate dropped to about 7% in late 1977, the recession lingers and continues to darken the economic skies of Alamance County.

Chatham County

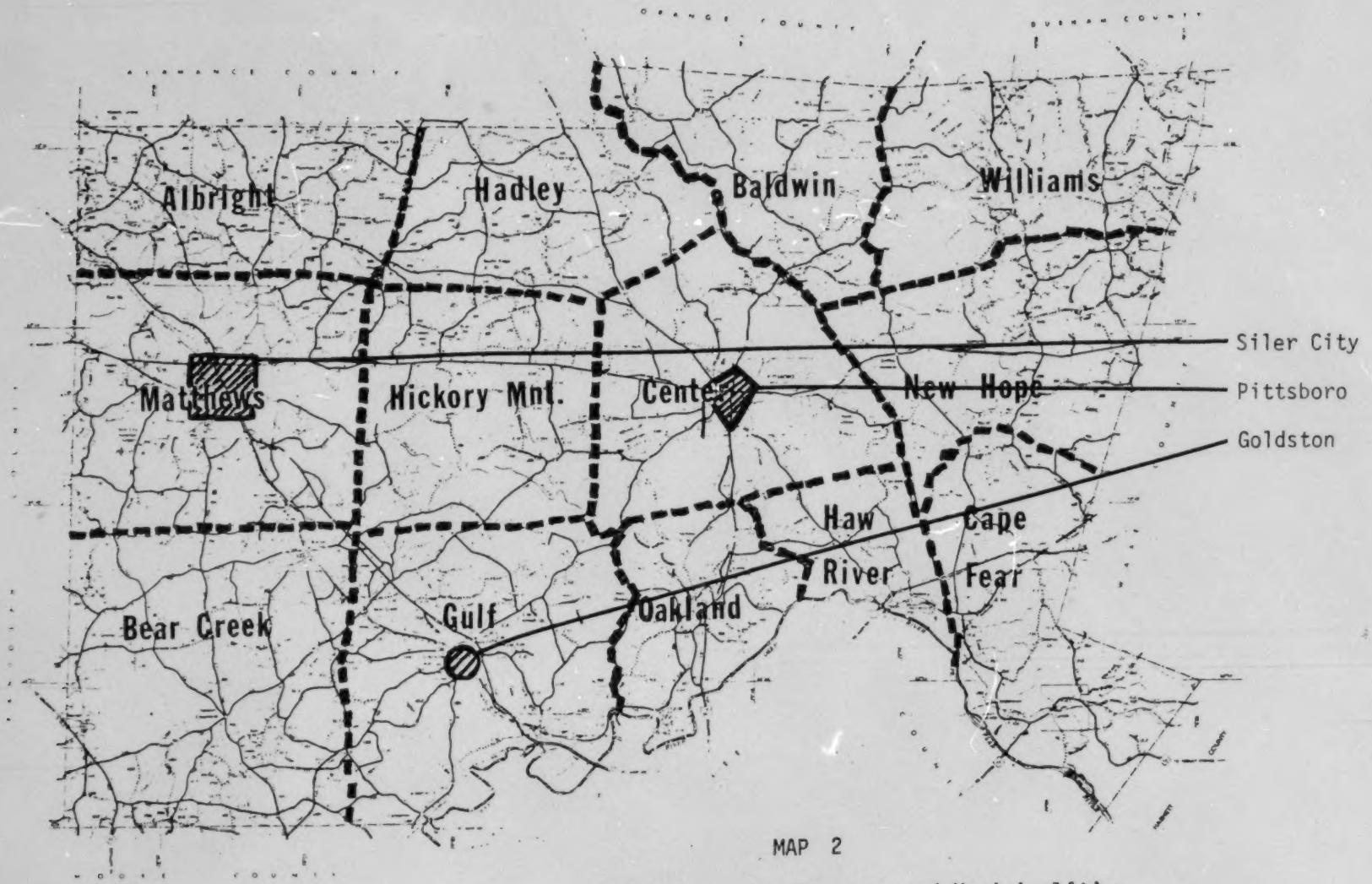
Chatham County lies approximately in the geographical center of North Carolina and immediately south of Alamance County. Pittsboro, the county seat, is located near the center of the county. Siler City, the largest community in the county, is located approximately thirty miles south of Burlington and 16 miles west of Pittsboro. Chatham County comprises an area of 707 square miles and of 452,480 acres.

The topography of Chatham County, like Alamance, is gently rolling and level land for the most part. The primary rivers running through the county are the New Hope, Haw, Rocky, ard Deep Rivers. The New Hope River, located in the eastern third of the county, is involved in the planned New Hope Reservoir. The proposed reservoir, which is a U.S. Corps of Engineers project, is currently at a standstill because of a court dispute on the potential environmental impact with regard to water quality. The court litigation is expected to continue for another two years according to the Chatham County Planning Department. The reservoir, a flood control project, would involve a 14,000 acre lake, a proposed state forest, hunting and fishing preserves, historic sites, and full recreational facilities. Chatham County has leased 4000 acres for a recreational area which can be continued regardless of the outcome of the court dispute. If the project is completed as planned, the reservoir will be the largest recreational area in a sixty mile radius and is expected to have a significant effect on the future development of the area.

Chatham County has only three incorporated urban areas: Siler City, Goldston, and Pittsboro. Unincorporated rural communities include Moncure-Haywood, Merry Oaks, Corinth, Griffins Crossroads, Bynum, Silk Hope, Bennett, Bonlee, Bear Creek, Mt. Vernon Springs, and Harpers Crossroads. In northern Chatham there are several developments of upper middle class homes built in the last several years. Many residents of northern Chatham work in Chapel Hill and make use of services and facilities in Orange County rather than in Chatham County.

Despite the fact that 76% of the county's land area is forest, agriculture still remains an important source of income for the county's residents. With such a large portion of its land area forested, the furniture, lumber, and wood products industries have flourished for many years. In line with regional patterns, textiles stand out as a single most significant industry. Taken together, textiles and furniture manufacturing now employ more than 32% of the county's total labor force. Rubber, mobile homes, brick making, and plastics are some of the other manufacturing concerns that have facilitated further diversification.

Although the 1970 census data lists only a small percentage of the labor force as employed in farm or farm related activities, a great many residents farm and hold additional jobs to supplement their income. Often when listing occupations, only the salaried job is listed. We point this out only to emphasize the importance of agriculture in the lifestyle of the county.



MAP 2

Chatham County- Incorporated Municipalities

TABLE 1

County Business Patterns - 1970*

County	# of Employees Mid-March Pay Period	Taxable Payrolls (Jan.-Mar.)	Total Reporting Units (Different Businesses)
Chatham	7,459	$ 8,675,000	458
Alamance	40,258	$53,541,000	1,747

*From County Business Patterns 1970 (R331U, p. 28 & 29, 47 & 48)

County Business Patterns 1970 shows manufacturing to be the single largest business employer of individuals in Chatham County. Taken together, manufacturing and textiles employs about 4,982 or 66.8% of those identified in the above table. This same source lists Alamance as also having the majority of its employees involved in manufacturing, 26,220 out of 40,258 or 65.1%. This percentage has declined since 1970 and in 1977 for the first time went below 50%.

DEMOGRAPHIC CHARACTERISTICS

The greatest potential variables in any community are the people who make up that community. Since facilities and services exist only to meet the needs and to complement the lifestyles of the populace, a close look at the people who live in Alamance and Chatham Counties was a first priority in trying to evaluate the effectiveness of the Central N.C. Regional Library in offering library services.

While Alamance County is only about three-fourths as large as Chatham in terms of acreage, the major differences between the two counties become more evident when the counties are examined demographically. Table 2 shows a comparison of several demographic characteristics for Chatham and Alamance Counties drawn from the 1970 census data. Since the goal of this analysis is to identify community needs with regard to library services, only demographic characteristics which would have some relationship to an individual's need for information or use of library services were selected for analysis. The most comprehensive data base available for both counties was the 1970 census. Despite the age of that data base, it was still the most useful set of statistics available. The population in either county has not increased very significantly since that time. The current population estimates and projected future population estimates are shown in Table 3.

TABLE 3

Population of Service Area

Central N.C. Regional Library, 1970-1990

	1970	1977 est.	1980	1990
Chatham County	29,554	30,300	34,000	38,500
Alamance County	96,362	100,400	103,400	108,500

In general, the most significant differences between the two counties which make up the library's service area are:

1) Alamance County has 5½ times the population density per square mile than Chatham County.
2) Alamance County has a higher proportion of residents with high school or college educations.
3) Alamance County has a higher percentage of women working. (Recent figures are even higher than those on Table 2).
4) Chatham County has a higher proportion of its population employed as skilled workers or laborers, whereas Alamance County has a higher percentage employed in professional and white collar jobs.
5) The median family income in Alamance County is almost 30% higher than that of Chatham County families. (See Maps 3 and 4.)
6) Chatham County has a larger proportion of families with no automobile.

The figures on Table 2 represent a summary of the characteristics for each county. When the characteristics are examined by township (Chatham) or by census tract (Alamance), great variations within each county appear. The

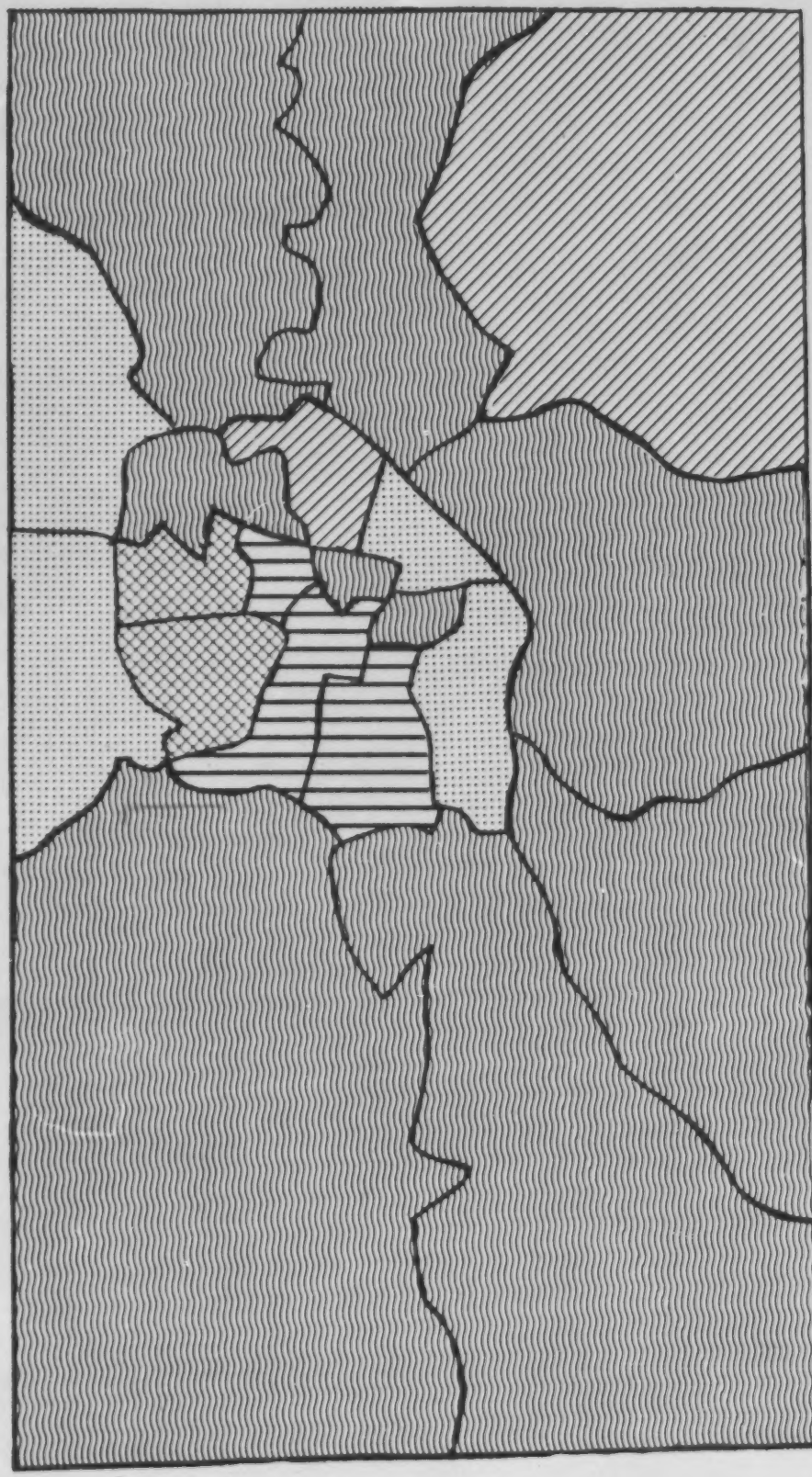
TABLE 2

Demographic Characteristics of Service Area

Central N.C. Regional Library (1970 Census)

Population Characteristics	Chatham County	Alamance County
Total Population	29,554	96,362
% of Regional Population	23.5%	76.5%
% of Population under 5	8.7%	8.1%
5-13	17.4%	17.5%
14-18	9.9%	9.8%
19-34	22.3%	22.3%
35-64	32.3%	34.4%
65-up	9.4%	7.9%
Education		
8 years or less	41.3%	35.3%
1-4 years high school	47.1%	47.6%
1 year college or more	11.6%	17.1%
Labor Force		
% of Women in Labor Force	51.0%	57.1%
% of Women not in Labor Force	49.0%	42.9%
% of Men in Labor Force	77.5%	81.8%
% of Men not in Labor Force	22.5%	18.2%
Occupational Breakdown		
% Employed		
Professional & Managerial	14.4%	18.2%
Sales and Clerical	13.2%	20.9%
Skilled Workers	47.0%	45.8%
Labor and Service	25.4%	15.1%
Median Income for County (Families)	$7,182.00	$9,301.00
% of Households with no Automobiles	16.4%	12.6%
Racial Composition		
% of Population		
White	69.8%	82.1%
Negro	30.1%	17.7%
Other	.1%	.2%
Population Density per Square Mile	43.0	232.8*

*Using 1975 Population from Profile N.C. Counties, 1977



MAP 3

Median Family Income Levels: Alamance Co. (1970 Census)

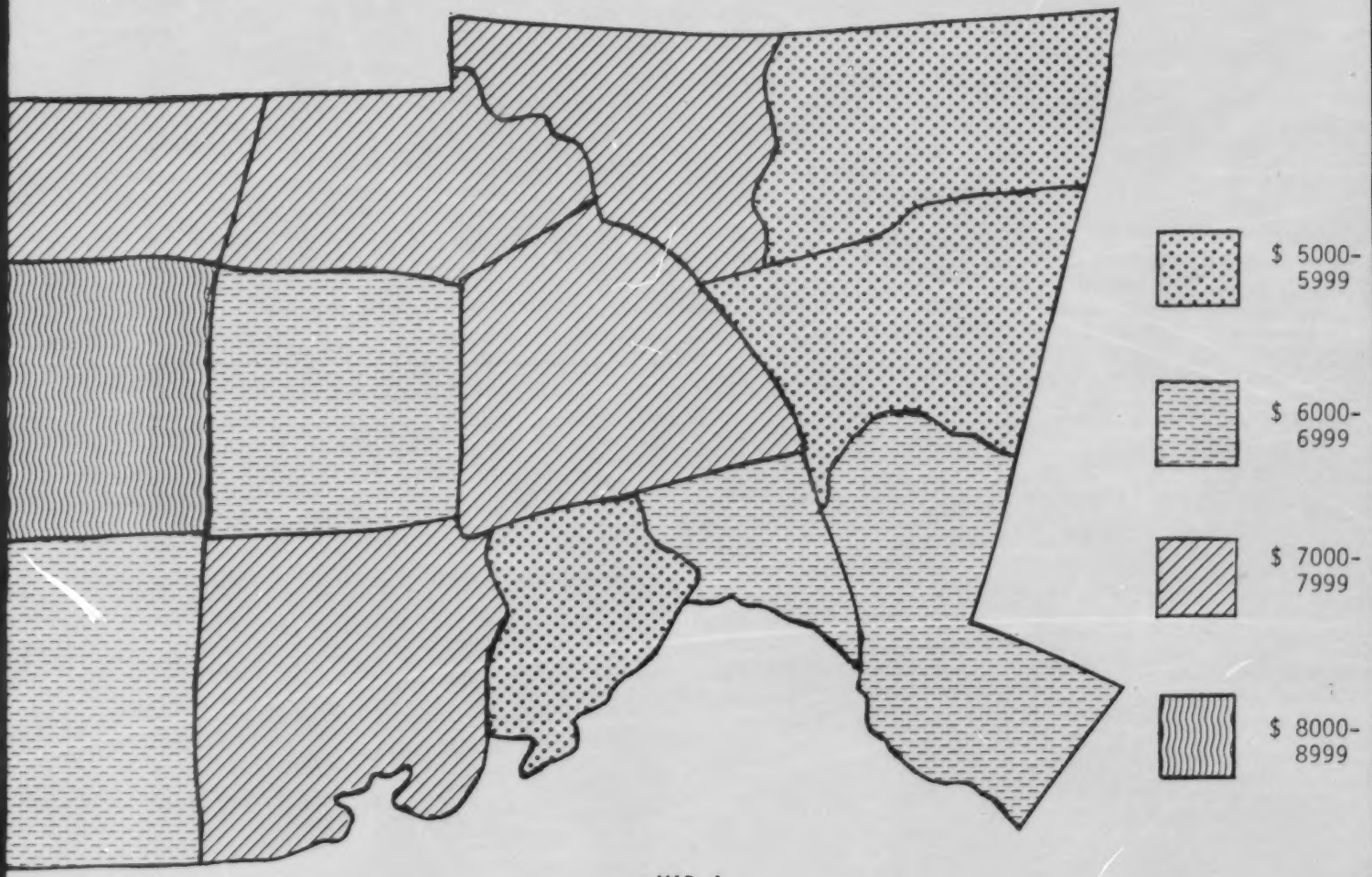
$ 7000-7999

$ 8000-8999

$ 9000-9999

$ 10,000-10,999

$ 11,000-and up



MAP 4

Median Family Income Levels: Chatham Co. (1970 Census)

comparison of these variations with the location of the library's registered borrowers gives a clear picture of the segments of the population which are not currently receiving library services. This comparison can be found in the section on library users.

As mentioned earlier, Alamance County has a well developed "urban corridor." The fourteen census tracts located in this corridor, which include all the incorporated municipalities in the county, make up almost 80% of the county's population.

TABLE 4

Population in "Urban Corridor" of Alamance County (1970 Census)

Census Tract	Population	% of Population of County
212	10,563	10.8%
211	4,578	4.7%
210	3,338	3.5%
209	2,981	3.1%
208	7,253	7.5%
207	5,718	5.9%
202	5,123	5.3%
201	4,619	5.2%
203	6,149	6.4%
204	6,720	7.0%
205	5,746	6.0%
206	5,612	5.8%
217	4,572	4.7%
216	2,585	2.7%
Total	75,557	78.6%

The greatest centers of population in Chatham County are surrounding Siler City (Matthews Township), Pittsboro (Center Township), and Goldston (Gulf Township). More than half the county's total population lives in these three townships. It should be noted that library facilities are located in each of these municipalities.

Although the 1970 figures showed a majority of Alamance County's work force involved in manufacturing, there has been a shift toward diversification in the labor force. No such shift has been identified in Chatham County. Since any information services to business and industry would obviously have to be tailored to the business patterns of the community, the distribution of labor force and the diversity of businesses in a community affect the type of library services offered.

TABLE 5

Changes in Labor Force Distribution: Alamance County

Year	Manufacturing Jobs	Non-Manufacturing Jobs
1962	62%	38%
1972	57%	43%
1977	50%	50%

The trend in Alamance County in the last several years, despite the recession, has been toward a more cosmopolitan, service-oriented community, particularly within the "urban corridor." The average of the median family income of those census tracts in the "urban corridor" is $9,118.92 while the average of the median family income of the outlying census tracts is $8,142.16. The income levels of all areas in each county may be noted on Maps 3 and 4.

An important issue in the delivery of all human services is that of access. It is in terms of access to library materials and information services by individuals that public transportation and leisure time will be examined as important variables. Perhaps the most important variable is the existence of private transportation. A comparison of Table 6 with Maps 5 and 6 in the section on library facilities will identify areas where the lack of transportation (in terms of families with no available vehicles) and the distance from facilities combine to make residents particularly isolated.

TABLE 6

Percentage of Households With No Automobiles (1970 Census)

Alamance County Census Tract	Percent	Chatham County Township	Percent
201	16.9*	Albright	16.0*
202	14.7	Baldwin	13.8
203	5.6	Bear Creek	23.0*
204	22.3*	Cape Fear	20.1*
205	13.9	Center	13.9
206	2.2	Gulf	19.1*
207	2.6	Hadley	10.1
208	13.9	Haw River	18.7*
209	8.2	Hickory Mtn.	23.1*
210	26.2*	Matthews	14.2
211	11.0	New Hope	21.3*
212	15.0*	Oakland	12.9
213	8.8	Williams	14.8
214	18.7*		
215	13.5		
216	7.5		
217	8.8		
218	13.8		
219	13.4		
220	13.9		

* = More than 15% with no automobile available

Approximately 30% of all Chatham County residents are non-white. Only 17.7% of Alamance County residents are non-white. Furthermore, the black population seems much more localized in Alamance than in Chatham County. Five out of the twenty census tracts which make up Alamance County have non-white populations of at least 25%. Only two of these census tracts show a majority of black residents. The largest black communities in Alamance County are located in Tract 213 (Pleasant Grove Area) and in Tract 204 (Northern Burlington, Morgantown).

TABLE 7

Population of Alamance County By Race (1970 Census)

Census Tract	% of Total Co. Pop.	% White	% Non-White	Total Pop.
201	5.2	97.0	3.0	4619
202	5.3	98.0	2.0	5123
203	6.4	94.1	5.9	6149
204	7.0	25.0	75.0	6720
205	6.0	75.1	24.9	5746
206	5.8	100.0	0.0	5612
207	5.9	99.8	.2	5718
208	7.5	90.3	9.7	7253
209	3.1	99.5	.5	2981
210	3.5	88.8	11.2	3338
211	4.7	86.0	14.0	4578
212	10.8	73.4	26.6	10,563
213	3.7	35.9	64.1	3560
214	2.2	85.7	14.3	2151
215	3.3	75.1	24.9	3200
216	2.7	92.0	8.0	2585
217	4.7	91.1	8.9	4572
218	5.7	89.7	10.3	5537
219	3.9	83.9	16.1	3836
220	2.6	83.4	16.6	2521

Chatham County, on the other hand, has ten out of thirteen townships with blacks making up at least 25% of the population.

Only one township, Haw River, has a population which is more than 50% black, but Haw River township has only 3.2% of the county's total population.

TABLE 8

Population of Chatham County By Race (1970 Census)

Township	% of Total Co. Pop.	% White	% Non-White	Total Pop.
Albright	5.6	79.0	21.0	1664
Baldwin	5.9	74.6	25.4	1746
Bear Creek	9.1	89.4	10.6	2686
Cape Fear	3.2	69.7	30.3	935
Center	13.6	60.3	39.7	4009
Gulf	9.9	65.0	35.0	2926
Hadley	2.6	80.4	19.6	775
Haw River	3.2	49.2	50.8	946
Hickory Mtn.	4.5	64.6	35.4	1331
Matthews	29.9	71.7	28.3	8838
New Hope	3.7	66.0	34.0	1095
Oakland	2.1	59.9	40.1	614
Williams	6.7	60.1	39.9	1989

Another important variable to consider when assessing community needs for the purpose of developing a library service policy is the educational level of the residents of the community. Varying educational levels would affect the kinds of materials an individual would be able to use comfortably, would also affect the general circumstances of an individual, and would especially have implications for the individual's informational needs. Many studies have been done in the past identifying the characteristics of the typical library user. For the purposes of this report the library system has analyzed its circulation files and registration files in an effort to identify those citizens who are using the library. One approach in such a study often is merely to verify that "typical" library users locally are similar to "typical" users in national studies. Libraries at Large, a compilation of materials from the National Advisory Commission on Libraries, summarizes the findings of several of these studies as follows:

1. School age children and young adults tend to use the library more than any other group.
2. The proportion of people using the library rises with the level of their schooling. In one study 60.5% of adults using the library said college was the last school attended.
3. More women use the library than men.
4. More professional, managerial and white collar workers, and students use the library than other occupational groups. While housewives at one time comprised a very large user group, recent studies show that neither they nor wage earners use the library as much as the three groups listed above.
5. Though there is little data on the economic characteristics of typical library users, the occupational breakdown suggests that the library is used more by higher income individuals.

In 1976, several state library agencies and the American Library Association funded a survey done by the Gallup Organization, Inc. The report of that survey, The Role of Libraries in America, presents the following results:

1. More women use the library than men.
2. Library use declines as age increases.
3. Library use increases with an increased level of education. This survey found that only 20% of public library users had less than a high school diploma.
4. 30% of library users were not in the labor force. 33% of library users were white-collar workers. 24% were blue-collar workers.

If one is reaching that segment of the population most likely to use their public library as a natural course of events, the tendency is often to feel the library's task has been accomplished. Those who do not fit the "typical user" characteristics are all too often simply disregarded.

An alternative view of the library's task, and in fact the objective of this report, is to find out why those in the library's service area who do not make use of library services do not do so. In many townships and census tracts in Chatham and Alamance Counties more than 40% of the adult residents have had less than an eighth grade education. These individuals are subject to city and county taxes which contribute to the support of the library system. If the library functions simply as a storage house for books for loan and limits its informational resources to printed materials, it is choosing to serve only those taxpayers who have highly developed reading skills. Table 9 shows the areas in both counties in which more than 40% of the adult population has less than eight years of schooling. The Central N.C. Regional Library should strive to improve and develop its informational services to those persons in Alamance and Chatham Counties who are not "typical" library users. A special effort should be made to serve those adults who have less than an 8th grade education.

TABLE 9

Educational Level of Adults Over 25

Chatham County		Alamance County	
Township	Education % 8 Years or Less	Census Tract	Education % 8 Years or Less
Albright	46.9	204	41.9
Gulf	51.0	205	49.7
Hadley	42.3	208	41.4
Hickory Mtn.	49.7	210	47.6
New Hope	47.0	212	40.1
Bear Creek	49.3	213	41.9
Cape Fear	52.9	214	43.5
Haw River	46.1	218	40.5
Oakland	49.1	219	43.2
Williams	52.6	220	46.0

Students have traditionally comprised a large percentage of public library users. The number of students residing in Alamance and Chatham Counties as well as the school library resources available to those students affects the demands made by students on the public library. School enrollments in both

Chatham and Alamance Counties are currently dropping, following the national trend. Table 12 provides a detailed picture of the student population in the library's service area. (See page 32) Student use of the Central N.C. Regional Library is discussed further in the chapter on Library Users.

In addition to use by public school students, the public library functions as a supportive service for the informational needs of students involved in various forms of higher education. The only figures available for both counties on the number of residents who were attending college are again from the 1970 census.

TABLE 10

Total School Enrollment (1970 Census)

County	Nursery, Elementary, Kindergarten	High School	College	Total	% of Total Population
Alamance	16,731 (63.3%)	7220 (27.3)	2443 (9.4)	26,444	27.4%
Chatham	4,671 (65.6%)	1989 (28.0)	459 (6.4)	7,119	24.1%

A significant proportion of the college students residing in Alamance County live in Census Tract 217 which is the location of Elon College. More than 1,000 students were noted as living in this area in the 1970 figures. Enrollment figures for 1975-76 at Elon College was 2,150 students.

COMMUNITY RESOURCES

Since this report is an effort to identify community needs and interests, an important step is certainly to observe those needs already spotlighted by active programs or patterns in community organization. Another important reason for looking at community resources in detail is to avoid duplication of services and to identify independent factors which may be affecting the effectiveness of the services currently being offered by the library system.

Transportation

As mentioned earlier, an important issue in the delivery of library services, or any human service, is that of access. In addition to the availability of private transportation, the existence of adequate and reliable public transportation greatly affects the ability of a community's residents to make use of local resources, including library and information services.

Since Chatham County is geographically large and sparsely populated, transportation is a special problem for many citizens. There is no public-owned mass transit system in Chatham County. The only bus service is that offered by commercial companies as part of state-wide routes. Only very limited local steps are made. JOCCA (Joint Orange-Chatham Community Action) operates the Chatham Area Bus System which picks up citizens in several areas throughout the county, travels to Chapel Hill, and returns in the evening Monday through Friday. There is no passenger rail service in the county. The primary roads in Chatham County are U.S. Highway 64 which connects Pittsboro and Siler City, U.S. Highway 421 which runs past Goldston, Siler City, and links the western part of the county to Greensboro, and Highway 15-501 which runs from Pittsboro to Chapel Hill. A 1970 Land Development study stated that 42% of the total road mileage in the county is made up of unpaved roads. Access to services in Chatham County depends completely on the availability of automobile transportation or the existence of outreach delivery systems. It would seem especially important, in this situation, to locate facilities in primary shopping areas in order to maximize driving time and eliminate the necessity for special trips to make use of services.

The Alamance County Planning Department recently completed a report on transportation planning for the urban area of Alamance County which provides an excellent overview of the transportation problems of the most heavily populated area of the county. The two major thoroughfares, other than Interstate 85, which run from east to west are U.S. 70 (Church St.) and Mebane St. Both roads carry heavy traffic between shopping areas. There are improvement plans for both roads. The major traffic route from north to south is NC 87 which runs from Chatham County through the southern part of Alamance County, connects Graham and Burlington, and continues north into Caswell County. Other well-used roads include Highway 49 and Highway 62 which run from north to south. In anticipation of increased traffic in the urban area of Alamance County, there are tentative plans for streamlining traffic congestion by the construction of several major roads and freeways which would by-pass the downtown area.

There is commercial bus service available from several lines in Burlington. The only local mass transportation available is provided by the Bus Transit

Company, Inc. The system was organized in 1970 and is currently having financial difficulties. The county planning department is presently involved in a Mass Transit Technical Study to analyze the transportation needs of the area. In a recently published report on transportation planning in Alamance County it was stated that "continued bus service is essential, and therefore the Citizens Transit Authority has proposed a Transit Authority to provide mass transportation for the county." As in Chatham County there are large areas of the county still primarily dependent on private automobile transportation or on outreach delivery for access to services.

Communications

Since the public library's primary role is to disseminate information and function as a resource center, it is essential in planning library services to consider other available sources of information.

One question asked as part of the Gallup survey on the Role of Libraries in America gives an interesting insight into the ways in which Americans obtain the information they use in their daily life.

> Overall, the most common source of information is the printed word--eight out of ten report turning to some form of printed matter in the past two months to answer questions or obtain information about a particular subject. Newspapers are most frequently mentioned (62%) as a source of information. In addition, magazines and books are frequently used (39% and 35% respectively). Those under 50 years of age and the better educated tend to be more likely than others to use printed matter as a source of information. Television was also mentioned by a majority (55%), while four in ten referred to friends or relatives and 36% mentioned radio as a source of information.

The existence of a well-developed local communications system (radio, newspaper, television , telephone) is a significant factor in the effective transfer of information within and between communities. It is important to know how difficult it is for people in Chatham and Alamance Counties to find out what they want and need to know about their communities.

There is no daily paper published in Chatham County. Two of the weekly papers, The Chatham Record and The Chatham News, are published by the same company and cover the local news of different areas of the county, while both include stories which would be of general interest. The Chatham Herald, also a weekly, serves primarily the eastern half of the county and in particular the Pittsboro area. None of the papers contain state or national news. WNCA is the only radio station in the county and broadcasts from a location in Siler City. Out-of-county stations are most popular with young people in Chatham.

Although there is telephone service through most of the county, only calls within the immediate area of the exchange can be made at no charge. Most of the towns in Chatham are served by two primary telephone exchanges. However, many areas of the county are served by Chapel Hill, Durham, Liberty, Sanford, and Apex telephone exchanges. The state of mass communications and telephone communications emphasizes, as do other characteristics, the social and geographic isolation of many of the citizens of Chatham County.

Alamance County has one daily paper, the Burlington Daily Times-News, and three weekly papers, the Alamance News which particularly serves the Graham

area, the Alamance-Orange Enterprise which serves the eastern part of the county and Mebane in particular, and the City-County Newspaper. There are four radio stations within the county: WBAG, WBBB, WSML, and WQWX. WSML is located in Graham, WQWX is located in Mebane, and the other stations broadcast from the Burlington area. Stations from Greensboro and Raleigh can be received by many residents in Alamance.

Both counties receive television broadcasts from other areas. Alamance County does have cable television, but it is not available in many outlying areas of the county. Cablevision, Inc. does provide one channel as a public access channel and has arranged for compatibility with portable video equipment owned by the library. There is currently no programming on this channel.

Unlike Chatham County, residents in Alamance may call anywhere within the county toll free, but there is a long-distance charge on any call made between the two counties. This inhibits extensive telephone assistance between the headquarters library in Burlington and any branch in Chatham County.

Leisure Time Resources

A picture of how a community chooses to spend its leisure time goes a long way toward describing the interests, concerns, and general lifestyle of that community. A look at leisure time opportunities, recreational and cultural, is doubly important because use of the public library is a leisure time activity for the majority of individuals.

In both Alamance and Chatham Counties many cultural and recreational opportunities are organized and sponsored by private clubs, service organizations, churches, and other informal groups. Both counties also have agencies which play important roles in providing cultural and recreational activities.

Alamance County has several publicly supported efforts. The Alamance County Arts Association maintains the Arts Center in Graham which houses art exhibits and a craft shop and also offers receptions and classes. The Arts Center has a permanent staff which offers a wide variety of classes in different locations throughout the community. The Arts Association also sponsors a community dramatics group, the Gallery Players, which has obtained an old movie theater in downtown Burlington as its temporary home. The Alamance County Historical Museum sponsors exhibits and special activities, and Elon College periodically provides residents of Alamance County with the opportunity to attend lectures, concerts, and other programs. The Agricultural Extension Agency sponsors 4-H clubs and Home Demonstration Clubs as well as musical programs. In addition, there are study groups, book clubs, music clubs, writers clubs and photography groups all active in the county.

Alamance County is fortunate in having very well-developed recreational programs supported by public funds. The Department of Parks and Recreation of the City of Burlington and the Alamance County Recreation and Parks Department together offer numerous services which are well-used by the public. While the City Parks and Recreation Department offers service within the Burlington city limits, the county department has obtained property in the last

several years (generally old school facilities) in areas of Alamance County which were previously receiving no recreational programs and which were in need of services of all kinds. Both departments maintain a number of well-used park facilities and supervise large athletic programs. Recreational activities in most areas of the county are well attended, particularly athletic programs during the summer months. A concern of both departments in the past has been providing more activities for teenagers. A youth center was completed in Burlington in 1976, but this facility may be used only by Burlington residents.

On the other hand, Chatham County has no publicly supported recreation agency. In May 1972, a study and plan on the recreational needs of Chatham County was completed by the county planning commission. The study identified existing recreational facilities and made recommendations. Several recommendations proposed increased cooperation between the recreation commission and the county school board for the purpose of making optimum use of school recreational facilities when not in use. Improvements were proposed for the school facilities. Such facilities would be difficult for many young people to use after school hours because approximately 90% of the students in Chatham County ride the bus to and from school and would not have transportation. Many of the other recommendations dealt with the proposed county participation in the New Hope Reservoir Project. The county currently has leased 4000 acres of project land for recreational purposes, but there was no recommendation for the creation of an active recreation program. The Agricultural Extension Agency sponsors 4-H organizations and Home Demonstration Clubs throughout Chatham County. JOCCA provides some recreational opportunities for youngsters at community service sites and meal sites during the summer months. The Town of Pittsboro has a Leisure Time Activities Department with a full time recreation director. This department is a combination of what was formerly the Pittsboro Council for the Arts and the Recreation Committee. It maintains tennis courts and a ball field. Siler City has a recreation director but municipal efforts are limited. Goldston maintains municipal facilities as well. Siler City has several publicly used parks which are kept up by service organizations.

The conclusion of the Chatham County recreation study indicated that though there are several existing recreational facilities open to the public, "the number that now exists is inadequate to serve the recreational needs of the county residents." The recreation commission became the Chatham County Parks Commission, but its only responsibilities are in supervising the development of the proposed county park to be located along the New Hope Reservoir.

As in Alamance County clubs, churches, and organizations often sponsor recreational activities throughout the county. This is particularly true in the areas somewhat distant from the incorporated municipalities. Last year a church-related teen center was established in the Moncure area. Schools also provide musical and dramatic programs.

Commercial Resources

There is a tremendous difference in the number of recreational or cultural resources which are commercially available in the two counties served by the regional library. There are a number of reasons for this. The urban area of Alamance County is located between several other highly populated and com-

mercially successful areas including Durham, Greensboro, and Chapel Hill, and the number of people living and working in the Burlington area creates a greater market for more sophisticated commercial resources. On the other hand, the largest town in Chatham County is Siler City with a population of approximately 4,750 persons. Chatham County has only very limited leisure and commercial resources. Many specialized stores in Greensboro or Sanford list in the Chatham County yellow pages. There is limited sale of alcoholic beverages in the county. There are no major shopping centers such as malls or shopping plazas in Chatham County. Pittsboro and Siler City have a number of commercial establishments which meet general needs. Residents of the eastern part of the county in general travel to Raleigh, Chapel Hill, or Sanford for special shopping needs.

Alamance County offers a much larger range of leisure time alternatives and commercial resources. There are two large "suburban" shopping areas and a newly renovated downtown Company Shops Mall in the Burlington area. Holly Hill Mall is located on the extreme western edge of Burlington while the Cum Park Shopping Plaza is located on the eastern edge of town, both on U.S. 70. Mebane offers a number of commercial resources to the residents of the eastern part of Alamance and the western part of Orange County. This accounts for the relatively high number of out-of-county library users in that community.

The great majority of commercial leisure time resources available in Alamance County are located in the "urban corridor" of the county, and primarily in the Burlington-Graham area. Residents have available for their use eight movie theaters, several dancing clubs, numerous golf courses, several private swimming pools, a country club, taverns, pool halls, bowling alleys, skating rinks, and game rooms. Residents also have immediate access to commercial resources in Durham and Greensboro.

EDUCATION

Students, regardless of age, make up the largest single group which uses the public library. The educational resources and facilities existing in a community all too often determine what alternative library services (school, college) are available to the public. Further, the size and nature of the student community in the library's service area significantly affects the demand for public library services. The growth or decline in school enrollment over a period of years directly affects the type of materials and programs the library must offer to be responsive to the needs of its community. Following national trends, the school enrollment in both Alamance and Chatham Counties has dropped in recent years.

TABLE 11

School Enrollment Figures, K-12

County	1970*	1977	% Decline
Chatham County	6,660	6,556	-1.6
Alamance County	22,323	21,272	-4.7

*1970 Census Figures, 1977 figures were obtained from school offices.

The Chatham County Public Schools are organized around three school districts, each of which has a central 4-year high school. There are 10 elementary and middle schools throughout the county. The growth limit for the high schools is planned at 1,200 each. All of the high schools are currently accredited.

There are no technical institutes or colleges in Chatham County. The Central Carolina Technical Institute in Sanford includes Chatham County as part of its designated service area and is currently using an old school building in Siler City for extension courses and adult basic education. There are 17 colleges and technical institutes offering a wide variety of educational opportunities located in adjacent counties.

In addition to public elementary and secondary schools, Chatham County has an increasing number of day care and educational facilities for preschool children. Library staff were able to identify 13 within the county including headstart programs. Chatham County has one private elementary school. The Triangle Junior Academy, a church related elementary school, is located in the southeastern part of the county.

The educational needs of Alamance County are served by two public school systems: Alamance County schools and Burlington City schools. The county system supports four high schools, four middle schools, and thirteen elementary schools. The city system includes two high schools, one junior high, two middle schools, and nine elementary schools. Residents are within commuting distance of many colleges and technical institutes. Elon College, a four-year liberal arts college, is located in the county. Technical Institute of Alamance,

formerly located in Burlington, moved to new facilities in Haw River in 1976. There are at least 37 facilities for preschool children, some of which offer educational programs. There are several private schools in Alamance County. Burlington Day School is a private institution for children from kindergarten through ninth grade. This school has a library of 5,814 volumes with a full-time professional librarian to serve its enrollment of 210 students. Alamance Christian School (K-12) has an enrollment of 435. It also has a library and a part-time librarian.

Public funds expended for schools in both counties can be found on Charts 2, 3, and 4. A comparative overview of the library resources available through the public schools in Chatham and Alamance Counties is presented on Table 12.

TABLE 12

Public School Library Resources

	Chatham[1]	Alamance		
		County[2]	City[3]	Total
Total Enrollment (June 1977)	6,556	12,715	8,557	21,272
Book Collection General	85,169	132,879	135,669	268,548
Books Supplementary	33,729	55,732	42,320	98,052
Magazine Subs. (Student Use)	381	688	454	1,142
Magazine Subs. (Staff Use)	114	219	104	323
Books Per Pupil (General Collection)	13.0	10.5	15.9	12.6
Staff, Professional	8	15[4]	12	27
Staff, Total	11	25	17½	42¼
Students Per Staff	596	508.6	489.0	500.5

[1]Figures from Annual Instructional Media Reports completed June 1977
[2]Figures from Annual Instructional Media Reports completed June 1976
[3]Figures from Annual Instructional Media Reports completed June 1976
[4]Four professional positions were changed to aid positions in 1976-77 due to budget limitations.

The Guide to Evaluation and Accreditation of Schools published by the Southern Association of Colleges and Schools 1976 states among its standards for Learning Media Services:

1. Schools with fewer than 12 full-time teachers shall employ a professionally qualified librarian (media specialist) who shall spend half-time or more in the school. Schools with 12 or more full-time teachers shall employ a full-time, professionally qualified librarian (media specialist). Schools with 30 or more full-time teachers shall employ additional library staff.
2. The library book collection shall contain a minimum of 10 books per child or 1,500 books, whichever is greater.

The readers should note that a minimum staff requirement involves a trained library staff as a standard for providing adequate school library services. A number of schools in both of the counties served by the Central N.C. Regional Library do not meet this minimum standard. A greater burden for service to students is experienced by the public library due to this situation. From the figures on Table 12 it is clear that the resources of both county systems are not as well-developed as the Burlington City system. Although the city system receives county funds, it also receives funds from a special city tax supplement.

The "General Collection" designation listed on Table 13 indicates those books which are available for student use on the shelves of the school library. Supplementary books are primarily used as classroom supplements. None of the data indicates general age of the collection or variations in collections from school to school.

If the public library plays an important role for students attending public school, it plays an equally important role for adults in need of information for personal learning or decision making or for those who are involved in any kind of continuing education. It should be stressed that continuing education or learning projects do not have to be part of a formal program to be effective for a particular individual. Do the adults in our communities who wish to continue learning in an informal way, to problem solve, or to enrich their lives have equivalent resources to those in the public schools? The comparison in Table 13 tells us very emphatically that they do not.

TABLE 13

Comparison of School and Public Library Resources

	Chatham Co. Schools	Alamance Co. and City Schools	CNCRL
Potential Users	6,556	21,282	130,700
Books, General Collection	85,169	268,548	121,250
Magazine Subscriptions	495	1,465	389
Staff, Professional	8	27	6
Staff, Total	11	42.5	29
# Users Per Staff Member	596	500.5	4,506.9
Books Per User	13.0	12.6	.93

Maintaining adequate school libraries has been a long time problem for both the Alamance County and Chatham County school systems. Burlington City schools have been able to provide better support for their school libraries. Particularly discouraging is the loss of several professional positions in the Alamance County system and the ratio of pupils to library staff in the Chatham County school libraries. The Burlington City schools have recently hired a coordinator of school libraries for the first time. All three systems identified the lack of library coordination as a past and current barrier to offering optimum library service to their students.

An estimated 90% of all students in Chatham County ride the bus to school. The Alamance County schools bus between 80 and 90% of their students. All three systems indicated that the school libraries were open for the most part during the same hours that classes were being conducted. The combination of these facts again raises a significant barrier to student use of school library facilities. Other problems identified by school personnel include lack of funds for specialized materials and periodicals and the need for access to reading materials during summer months (particularly in the elementary grades). The two county systems have no centralized ordering process which places a heavy burden of clerical work on librarians who might otherwise be more involved in direct contact with students. School personnel contacted from each system stated that students were referred to the public library most often when they were in need of 1) very current information or 2) recent publications. Since schools receive funds in the fall, usually one large order for materials is placed in the fall. If current materials are needed in the spring, librarians often must wait until the following fall to update their collections.

Another important role played by the public library is making periodicals available during after-school and evening hours because most of the high schools in all school systems do not check out periodicals. All public school systems

make extensive use of the film loan services of the public libraries. The public library provides access to the State Library and Region G film collections, and it does all the ordering for public schools.

There is no formal system of interlibrary loan or cooperative contracts between the public and school libraries in Chatham or Alamance Counties. Cooperation between the two agencies varies from one area to another. It is recommended that there be developed an improved coordination of services between the public and school libraries in order to maximize the limited resources both have to offer the student population.

Both the Technical Institute of Alamance and Elon College have library facilities which may be used by the public. The collections of both, like those of the public schools, are primarily designed to meet curriculum support needs. The library of the Central Carolina Technical Institute may be used by the residents of Chatham County and so is included on Table 14.

TABLE 14

Library Resources of Colleges and Technical Institutes (June, 1977)

	# of Volumes	# of Students	Volumes per Student
Elon College	113,875	2,150	52.9
T.I.A.	25,000 (approx.)	2,000[2]	12.5
C.C.T.I.	17,000	4,231[1]	4.0

[1]Number includes 3,196 continuing education students and 1,035 curriculum students.
[2]T.I.A. counts its student enrollments in terms of full time equivalents. This figure indicates a greater number of part-time students.

As of June 1977, Elon College had 875 cards issued to non-students. T.I.A. had 300-500 community users last year. Though we were not able to get similar figures for CCTI, the staff indicated that in a given quarter in 1976, 11.6% of the students enrolled in CCTI were Chatham County residents (between 400-500).

There has been an increasing desire for cooperation between the Technical Institute of Alamance and the Central N.C. Regional Library in recent years on the part of both institutions. Primary concerns are the duplication of materials given limited budgets for both facilities and the desire for a more formal and consistent cooperation. Staff members have informed each other periodically of special collection strengths and have referred patrons. The primary barriers to increased cooperation are the lack of easy access to the book collection of the Central N.C. Regional Library and the physical location of the Technical Institute. The Central N.C. Regional Library maintains a

card catalog including material held in both counties at its headquarters, the May Memorial Library in Burlington. All referrals or loans must be done by telephone or by personal visit to either institution. In other words, a student needing further information on a subject not available at T.I.A. must drive ten miles from one building to the other in order to find out whether or not the public library has any materials of use to him or her. The student may then discover that the needed materials are in Mebane or Siler City. Neither the Technical Institute nor the public library has sufficient staff to allow for extensive searching of the card catalog by telephone.

The administration of both facilities have together investigated the cost factors involved in combining their card catalogs by computer and having all items listed transferred to microfilm. This would enable each institution to have listings of materials owned by both on hand for use by the public. Moving jointly to computer output microfilm (COM) catalog would assist both institutions by:

1. eliminating the excessive staff time involved in maintaining a card catalog,
2. providing extra space by using a more compact storage system,
3. enabling all the branches of the public library to have a catalog of their holdings for the first time,
4. providing users access to both collections at each facility.

Also, it would cost the taxpayers less to have both card catalogs transferred to microfilm simultaneously than it would for each institution to do so separately.

All the above factors make clear the substantial benefits to the public which would result from such an effort. A tentative proposal for a federal grant to carry out the project was submitted in the fall of 1977. With or without the assistance of federal funds, it is recommended that the formation of a joint microfilm catalog to include the holdings of the Central N.C. Regional Library and of the Technical Institute of Alamance be a high priority in the public library's service plan. It is further recommended that the public library work more closely with the Central Carolina Technical Institute in Sanford to investigate the possibilities for cooperation.

LOCAL GOVERNMENT

All public services in Alamance and Chatham Counties are dependent upon the resources of local governments. Since the provision of services is dependent upon the ability and willingness of local governments to provide sufficient funds, an awareness of their organization and operation is necessary. The structure of local government within Alamance and Chatham Counties has been evolving over the years from that of a strong mayor or council form of government to that of a city or county manager. In recent years all local governments have seemed to move in the same direction. At the present time, all of the municipalities which contribute to the operation of the Central N.C. Regional Library (with the exception of Goldston) have the city or town manager form of local government. With the hiring of a county manager in Chatham County in February 1977, both counties now operate under the county manager form of government. Each of the town councils of Burlington, Graham, Mebane, Siler City, and Pittsboro have from 5 to 7 elected officials who serve varying terms. The county commissions of each county are made up of 5 persons elected to serve varying terms.

The manager is the chief executive and financial officer of the local unit of government. He receives all budgetary requests from various department heads and from all agencies to which the local unit of government contributes funds. After making whatever changes he deems necessary, he then passes them on to the governing board for further changes and final approval.

In order to gain some kind of understanding regarding the financial capabilities and resources of Alamance and Chatham Counties as it affects service support, the Statistics of Taxation for 1976 published by the State of North Carolina was consulted and the rankings of Alamance and Chatham Counties for 1975 were compared with other counties in North Carolina in several areas. It was found that in per capita income, Alamance County ranked 9th and Chatham County ranked 32nd. This places both counties in the Central N.C. Regional Library in the upper 33% of the counties in North Carolina in per capita income, with Alamance County ranking in the top 10%. Based on the 1975 figures of assessed valuation, Alamance County had an assessed valuation per capita ranking of 52nd, and Chatham County was ranked 43rd. In comparing the actual dollars of assessed valuation, Alamance County was 16th and Chatham County 54th. The tax rate in Alamance County was 22nd and Chatham County was 59th.

Regarding Chatham County, these rankings seem to indicate that Chatham County is not taxing itself as highly as it could in order to provide public services. Their rankings indicate that they are fairly consistent and rank around the 50th percentile of all the counties in assessed valuation per capita, dollars of assessed valuation, and tax rate. However, all three of these categories are far below the Chatham County per capita income ranking. This seems to indicate a lack of willingness on the part of Chathamites to be taxed for services.

The above rankings for Alamance County are more difficult to understand. It should be noted that a new evaluation was done in 1977, but the comparative statistics have not yet been compiled. Therefore, we must use the figures for 1975. Alamance County has a ranking in dollars of assessed valuation of 16th and in tax rate of 22nd. Comparing Alamance County's ranking in per

capita income of 9th with its ranking of 52nd in assessed valuation per capita, Alamance County would also seem to be unwilling to tax itself sufficiently to provide public services to its citizens commensurate with its ability. Unless the re-evaluation of 1977 alters these rankings considerably, it appears that Alamance County is more unwilling to tax itself for services than is Chatham County, when the ability factor is considered.

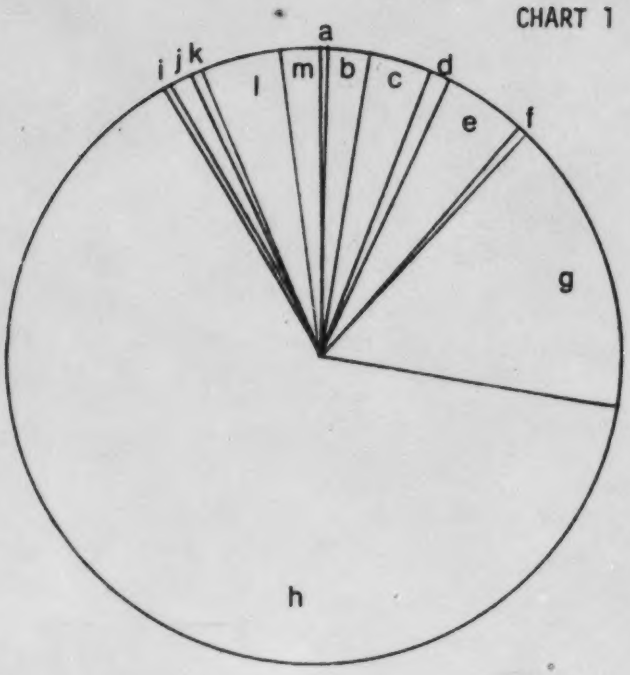
When one observes the local per capita appropriations to the public library and compares that with a statewide level, the Central N.C. Regional Library ranks 32nd in the State, almost exactly in the middle of all the 67 state recognized library units in North Carolina. It would seem that this ranking for the library is more in line with Chatham County's level of taxation while Alamance County's level of taxation is somewhat lower than it could be.

Special attention should be paid to the types of services which are being funded by the local governmental units as well as by state government. In all cases, an overwhelmingly large percentage of the general fund is spent for such services as public safety and public works. Another large percentage is usually allocated towards public schools or formalized public education at some level. There are also a large number of services provided such as mental health, public health, social services and welfare, etc. The only service which is informational and educational in nature and strives to serve the entire adult and juvenile population of the community is that provided by the public library.

Since the Central N.C. Regional Library is a regional operation crossing county and city lines, it is not considered to be a department of any local governmental unit. All local units simply contribute whatever they deem appropriate for the operation of library services within their local unit. In no case does any local governmental unit consider itself fully responsible for the complete delivery of library services to the citizens of its service area. It should be noted that this is different from most other services offered in a community. Charts 1, 2, 3, and 4 give a breakdown of the total general fund budgets of the State of North Carolina, Alamance County, Chatham County, and the City of Burlington. It is interesting to note the very low percentage of the general fund budget that each of these governmental units appropriate for the provision of library and information services through the local public library.

It was rather difficult for us to determine exactly how the informational needs of local governmental officials and department heads were met. The best that we could determine was that all informational needs were met on a limited basis by professional associations, by state or federal regulatory agencies, or by small professional libraries within departments. The planning departments of each county and of Burlington all strive to provide the necessary information and resources for decision-making to their local officials. The provision of information seems to be a necessary and vital service to the local government units and to elected officials. With the problems of limited budgets and high demands, it would seem that the public library could provide help both to other agencies as well as to local government officials in the area of information. The public library has never attempted to make a great deal of impact on this need. This is an opportunity which should not be overlooked by the public library, and this is a need which should not be ignored by local governmental officials.

CHART 1



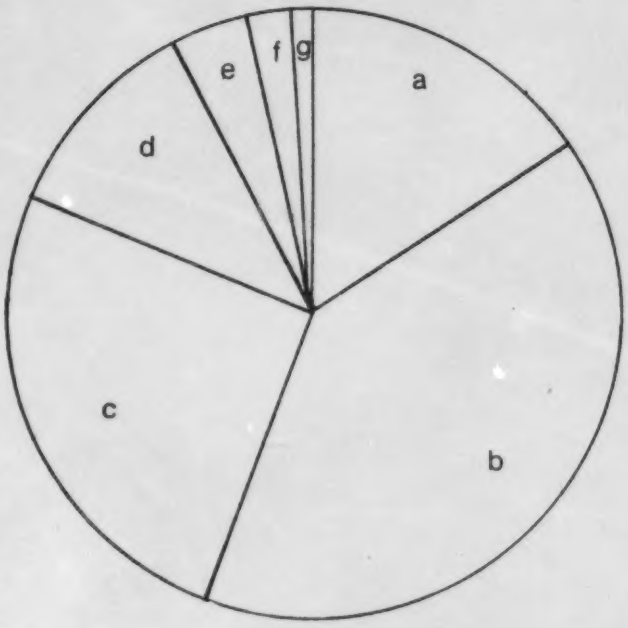
N.C. STATE BUDGET, 1976-77

	General Fund	% of Total
A	General Assembly ($ 5,636,041)	.3
B	Judicial ($ 42,516,406)	2.2
C	General Gov. ($ 61,191,259)	3.2
D	Public Safety ($ 15,705,636)	.8
E	Correction ($ 82,277,052)	4.2
F	Transportation ($ 6,311,127)	.3
G	Human Resources ($ 307,286,944)	15.8
H	Education (except State Library) ($ 1,257,469,131)	64.8
I	State Library ($ 4,784,700)	.2
J	Resource Development ($ 25,930,133)	1.3
K	Agriculture ($ 14,411,984)	.7
L	Reserves and Transfers ($ 76,396,865)	4.0
M	Debt Service ($ 42,119,000)	2.2

CHART 2

CITY OF BURLINGTON BUDGET, 1976-77*

	General Fund	% of Total
A	Government & Administration ($ 951,392)	15.2
B	Public Safety ($ 2,490,337)	39.8
C	Public Works ($ 1,621,631)	25.9
D	Parks & Recreation ($ 686,749)	11.0
E	Non-Departmental ($ 264,684)	4.2
F	Cemeteries ($ 154,176)	2.5
G	Library ($ 88,000)	1.4



* Does not include water and sewer, debt service expenditures, or capital fund.

CHART 3

ALAMANCE COUNTY BUDGET, 1976-77 *

General Fund	% of Total
A Government & Administration ($ 1,223,996)	8.9
B Public Safety ($ 870,354)	6.4
C Public Works ($ 537,485)	3.9
D Parks & Recreation ($ 238,996)	1.7
E Services ($ 5,140,940)	37.5
F Schools ($ 4,149,488)	30.3
G Non-Departmental ($ 1,286,372)	9.4
H Special (ABC) ($ 159,904)	1.2
I Library ($ 90,000)	.7

*Does not include debt service expenditures.

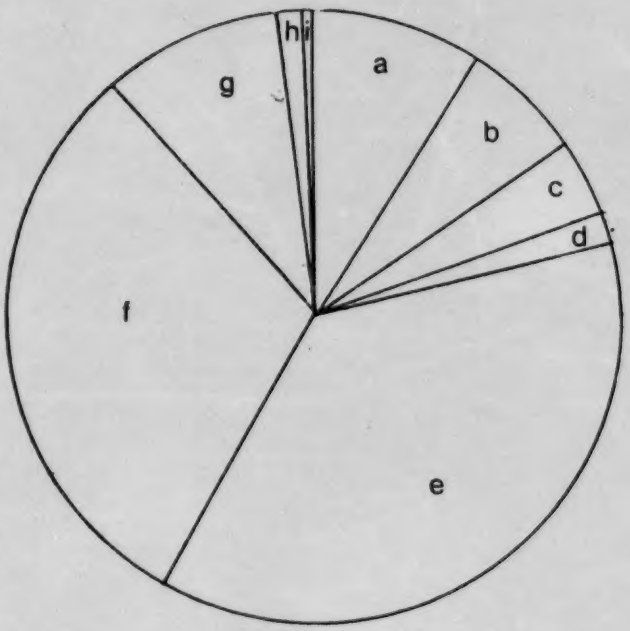
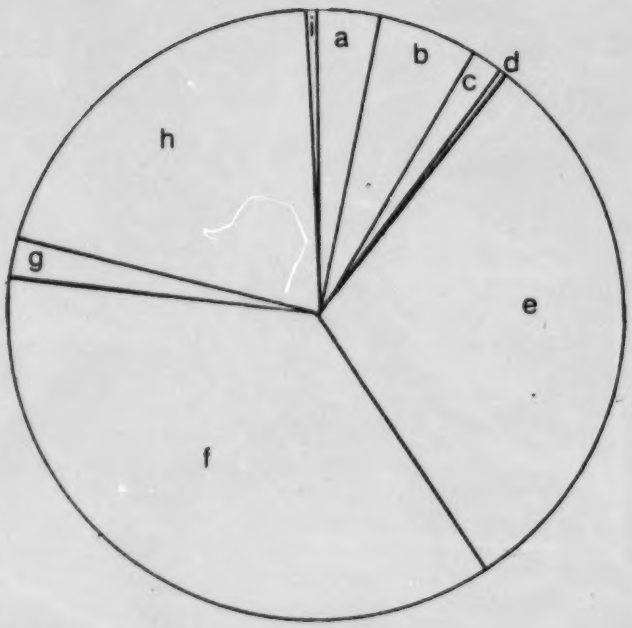


CHART 4



CHATHAM COUNTY BUDGET, 1976-77*

General Fund	% of Total
A Government & Administration ($ 336,436)	4.0
B Public Safety ($ 408,544)	4.8
C Public Works, Sanitation ($ 133,750)	1.6
D Recreation ($ 10,000)	.2
E Services ($ 2,530,844)	30.0
F Schools ($ 3,067,302)	36.4
G Non-Departmental ($ 185,737)	2.2
H Special ($ 1,726, 754)	20.5
I Library ($ 25,000)	.3

* Excludes debt service charge and Revenue Sharing Funds.

Reports and studies generated by various departments of local government and by various boards are most commonly found to be only at the source of origin. All deposit of local papers and documents seems to be done on a very informal basis. However, there are certain documents which must be retained by state law. The problem is that the access to these materials is extremely limited, especially to the general public. Once again, the public library has never attempted to acquire copies of reports and studies because of the severe lack of space as well as the lack of sufficient employees and manpower to adequately obtain and disseminate the information. Since the State Library and the Library of Congress are mandated on the state and national level respectively to be clearing houses for governmental information, it would seem beneficial if the local public library would be designated as the clearing house for all local city and county documents. In many cases, the public library would be the most logical place to deposit all reports and studies in order that they would be readily available both to governmental officials as well as to the general public. Since one of the most difficult problems facing governmental officials is the public understanding of why decisions are made, it seems that anything which could be done to provide better access to information would be beneficial both to local government as well as to the taxpayers.

The most obvious fact that the public library discovered during its analysis of local government was that there is a continuing and growing struggle between all units of government regarding who will be responsible for the services provided to its citizens. Unfortunately, the public library seems to be caught in the middle of this struggle, especially in a situation where a regional library exists. In our case, no local governmental unit regards itself as completely responsible for the provision of library and information services to its citizenry. There is no mandate for either a city, county, or the state to assume the full responsibility for library services. At the present time, an analysis of all our governmental units indicates that the public library receives almost the lowest level of funding of all services provided to the public. The impact of this problem and its effect on the library's budget is discussed further in the section on Financial Resources.

AGENCIES AND ORGANIZATIONS

While looking at the agencies, organizations, and groups in the library's service area, several aspects of community life and community dynamics come to light. Interest or social groups show community attitudes, values, and priorities. A community which is very highly organized might well be a community which has a limited amount of leisure time. As we have mentioned before, libraries are primarily used during an individual's leisure time. The examination of the library's two-county area has been conducted with the purpose of identifying community needs and interests so that the library may offer relevant information and library services. How people choose to spend their time and the activities they support are certainly an indication of their personal needs and concerns. On a larger scale, more formal groups, such as governmental units and agencies, represent community consensus on the need for special services and programs.

Services available in a community and the activities of groups and organizations make up a constantly changing body of knowledge and information important to the everyday lives of the residents of both our counties. Access to that information is an important service that many agencies attempt to offer in a limited way.

In order to make a rough inventory of community groups and agencies, library staff members went through all available lists and compilations of clubs, associations, agencies, churches, institutions, etc. They interviewed community members involved in groups to identify the existence of other organizations. Their aim was not, at this point, to establish a community information file but to get a picture of the manner in which the community is organized. Important questions were:

1) What kind of services are available?
2) Where are the public services offered in terms of the whole county?
3) Are there the same sorts of community organizations in each county?
4) Does the list of clubs, churches, groups, show any significant difference in community interests from town to town?
5) How can the library offer services differently to respond to individual community differences?
6) Are there many agencies offering similar sorts of services to the communities?
7) How can the library serve the community by assisting the organizations which make up that community in addition to serving the individuals?

Chatham County

Chatham County has a variety of services available to residents through public and private agencies. Health services are available through the Chatham County Health Department, the Chatham Hospital in Siler City, and the Moncure-Haywood Community Health Center. There is limited ambulance service. Health related services are available from the Department of Social Services and the Chatham County Mental Health Center. Social Services, Mental Health, and Public Health all have offices in both Pittsboro and Siler City. The Mental Health Center is a regional effort in cooperation with Orange and Person Counties. The Joint Orange-Chatham Community Action program offers social services, a headstart program, and limited transportation; and it maintains

community centers and meal sites. There are numerous volunteer fire departments and rescue squads throughout the county which often sponsor social or fund-raising events, in addition to providing fire-fighting service.

The Agricultural Extension Agency, located in Pittsboro, also houses the Farmer's Home Administration. There are several agriculture-related agencies in the county. Most agencies give information to the public as well as performing other services. The Central N.C. Regional Library, primarily an information-giving agency, has three locations in the county: the Wren Memorial Library in Siler City, the Goldston Public Library in Goldston, and the Pittsboro Memorial Library in Pittsboro. The library system also operates 3 outreach projects in the county as well as bookmobile service. There is no county-wide Chamber of Commerce, but there is a Chamber of Commerce in both Pittsboro and Siler City.

The county government maintains offices in Pittsboro which house administrative services, planning departments, and court facilities including probation offices. The primary location for voter registration prior to 1975 was in Pittsboro. Residents now may register in any public library. Law enforcement is coordinated between the County Sheriff's offices in Siler City and Pittsboro. Siler City supports a municipal airport, the only one in the county.

The Chatham County Council on Aging operates out of Pittsboro and offers a variety of services for senior citizens. There are several interagency councils currently meeting to deal with problems in meeting the service needs of children in Chatham County. Other services available in the county include a forest ranger, civil preparedness, soil conservation, and Veteran's services.

Alamance County

Alamance County offers a higher level of services to its residents. County government supports a number of departments offering human services. There are some municipal agencies involved in human services. A great majority of these services are offered out of facilities located in Burlington or Graham.

There are two hospitals in the county, both in Burlington. Southern Alamance County now has a private rural health center (completed in 1976). There are nursing and medium care facilities for the elderly. The County Health Department holds clinics in several locations throughout the county. The Department of Social Services administers federal programs, certifies individuals for medical assistance, offers protective services to children, and performs other services.

Residential institutions in the county include the Alamance County Prison Unit (minimum security), Wesley Hall of Alamance (half-way house), Ralph Scott Group Homes (for retarded citizens), Phoenixhouse (disturbed adolescents), Baptist Emergency Care Home, and the Elon Home for Children. There are numerous private residential facilities for the elderly. The county operated home for the aged was closed in July 1977.

In addition to the Department of Social Services, several other agencies including Alamance County Community Services Agency (formerly ALCAP), United Way, ACCESS, Inc., Salvation Army, and others offer welfare/human services resources to Alamance County residents.

Mental health services are provided primarily through the Alamance-Caswell Area Mental Health Center. This agency supports a sheltered workshop, a substance abuse program (drugs and alcohol), a crisis line, and other services in addition to clinical mental health services such as counseling and evaluation. Public schools and other groups offer health-related services. Of special interest to the library in examining agencies for the purpose of identifying community concerns are task forces or councils created to address particular problems in the community. Councils or inter-group organizations in Alamance County include the Alamance County Council on Aging, Group for Youth, Community Council of Alamance County (United Way), Alamance County Council on Alcoholism, Health Planning Council, Commission on the Status of Women, Burlington Youth Council, Child Abuse and Neglect Committee, and Youth Advocacy.

Fire and police protection is available throughout the county through municipal and volunteer fire departments, Sheriff's department, and local police units. The Burlington Police Department has a special Youth Bureau. The courts maintain a counselors office for juvenile offenders and their families.

Other extensions of county or state government located in the Burlington and Graham area include Agricultural Extension Service, Forest Service, Farmer's Home Administration, other farm-related agencies, public housing authorities which maintain a number of projects, Employment Security Commission (there is no branch of this agency located in Chatham County), and more. Since recreational and educational resources have been discussed in detail earlier, they will not be included here.

Alamance County residents in need of information have several options. The May Memorial Library, headquarters of the Central N.C. Regional Library, is located in downtown Burlington. The regional library has Alamance County branches in the Cum Park Shopping Plaza in Burlington and in the municipal buildings of Mebane and Graham. The Health Services Information and Referral Center (a part of Suicide and Crisis Service of Alamance County) operates under the umbrella of the Alamance-Caswell Area Mental Health Center. The Burlington-Alamance County Chamber of Commerce provides information regarding the business and commercial activities in the county. The Alcohol Information Center gives out information on alcohol and related problems. The Department of Social Services is mandated by virtue of receiving Title XX funds to offer information and referral services, particularly to senior citizens. Many other agencies regularly disseminate information regarding their services. However, there is no single agency which takes responsibility for maintaining a central information bank on <u>all</u> community resources and services. The public library could fill a great need in both Alamance and Chatham Counties by taking responsibility for such a service.

All the public and private agencies discussed above serve the same population that the library serves. By assisting agencies with information, materials, etc., the library also assists the individuals served by these public agencies. Many have small professional libraries, and some are involved in outreach programs. An organized plan of service to agencies would certainly be a response to community needs and a very direct way of further community interests.

Both Chatham and Alamance Counties have numerous social, religious, and recreational groups (clubs, associations, etc.). <u>There are more religious</u>

groups in each county than any other type of organization. In identifying religious organizations, only churches themselves were counted, not the multitude of clubs, youth groups, and circles which most churches sponsor. To further emphasize the importance of churches in the community, it should be pointed out that most of the churches in Chatham County were identified by the staff from phone directories, by word of mouth, or by observation. It is estimated, however, that 60% of the churches existing in Chatham County are not listed in the phone book. There is a ministerial association in Alamance County, but many churches are not represented. Even given the probable omission of many churches in Chatham in our investigation, there is a proportionally larger number of churches in Chatham County than in Alamance.

There is also a larger proportion of social organizations in Chatham County than in Alamance. However, Alamance has a larger proportion of educational and governmental organizations. Alamance also has a larger proportion of professional, service, and business organizations than Chatham County. We have estimated that more than 300 different organizations, including agencies, exist in Chatham County and that more than 600 exist in Alamance. Realistically, both of these figures are low and inaccurate. Nonetheless, they do reflect how numerous individuals in both counties participate in group activities and pursue interests in groups. Given limited public funds for library services and the inherent access limitation of stationary facilities in serving large communities or rural communities, the possibility of providing service to groups offers the potential of reaching a significant portion of the population.

Public Library Resources

HISTORY OF LIBRARY SERVICES

Since Burlington has long been the largest city in Alamance and Chatham Counties, it is only logical that the first public library in the two counties was established in Burlington. There is very little information available on the beginnings of the Burlington Public Library. However, in the early 1930's the public library was located in the Broad Street High School. In 1937 the library moved to temporary quarters in a store located on Main Street which is presently the Belk-Beck Department Store. In 1938 the old United States Post Office building (built in 1916) located at the corner of E. Davis and S. Spring Streets became vacant. W.H. May, Sr. and his two sons gave $15,000 toward the purchase of this building, and additional monies were raised by the citizens of the community. The building was purchased and given to the City of Burlington to be used as a public library in the memory of Mrs. Emma Watkins Sharpe May.

May Memorial Library opened its doors for business on June 2, 1938. At that time only the main floor fronting on S. Spring St. was in use. In 1955 the basement floor with an entrance on E. Davis Street was remodeled and opened to the public. In 1963 a small building adjacent to the library was purchased by W.H. May, Jr. and J.S. May and was given to the city to be used for library expansion. This building is presently being used to house the Special Services department of the regional library.

The only other town in Alamance County to begin a public library during this period of time was Mebane. Through the efforts of the Reviewers Book Club, the Mebane Public Library was formed in 1936 and was operated for many years by volunteers. In 1954 the Mebane Public Library became a branch of the May Memorial Library. The Mebane Library was located in an old bank building on W. Clay Street until 1974 when the Mebane Town Hall moved to a remodeled building. Through the efforts of the citizens of the community, a 5,000 square foot area in the new municipal building was secured for the library. Enough money was raised with gifts from businesses and industries as well as individuals to remodel and to furnish the new library. This new facility was opened in July 1975.

In 1968, through the initial gift of the Stokes family, a wing of the new Graham Municipal Building was set aside for the use of the public library. Prior to that time the City of Graham had allocated a small sum of money each year to the Graham High School library in order that the citizens of Graham would have access to a library. When the Graham Public Library opened in 1968, it came under the jurisdiction of the May Memorial Library.

The first branch library to be located in the City of Burlington was opened in 1974 at the Cum Park Shopping Plaza in east Burlington. The location was chosen because of heavy bookmobile use in this area. $25,000 of revenue sharing money was made available by the Alamance County Commissioners in order that a rented store space could be secured and remodeled for library use. The City of Burlington is now in the process of building a North Park Community Center in Census Tract 204 which is the predominantly black area of Burlington. A portion of that center has been set aside as a public library and will become the second branch library in the City of Burlington when it opens in early 1978. The funding for this library is being provided by federal funds through the Community Development program of the City of Burlington.

With Chatham County being a more rural and sparsely populated county than Alamance, the development of library services in Chatham County was much slower. The first public library in Chatham County was opened in June 1941 when two rooms in the basement of the new municipal building in Siler City were secured for the establishment of a public library. This library was staffed by WPA workers for the next year. In October 1942, the library in Siler City, which was designated as the Chatham County Public Library, formed a regional library with Orange and Person Counties. A professional librarian was hired and worked one week each month in Chatham County. However, this arrangement was not satisfactory because of the geographical location of Chatham County and the undue amount of travel required. In April 1943 this regional library was dissolved. The Siler City Library remained in the basement of the municipal building until a new building was built. Through a gift of funds from the William Wren family, municipal bonds, federal funds, and gifts from interested citizens, the Wren Memorial Library was opened in 1969.

During the tenure of Mrs. Earnestine Grafton, the first professional librarian to serve Chatham County, a small public library was opened in Pittsboro in 1943 in the private home of Miss Margaret Horne. In 1952 this library was moved into a room of the community center in Pittsboro. In 1957 it was moved again to a large room in the basement of the Agricultural Building. Finally, the Friends of the Pittsboro Library and the Reeves family were able to raise enough money to construct a new building on a lot provided on West Street by the Central Carolina Bank. The new Pittsboro Memorial Library was opened in November 1974.

The only other library in Chatham County is located in the small Town of Goldston. The Lion's Club of Goldston was responsible for securing a room in a local bank in which they opened a library in July 1952. This library was later moved into the city hall. When the city hall was moved into a rented facility on Main Street, the library continued to be housed as part of the town hall.

Bookmobile service in both Alamance and Chatham Counties was begun in 1941. In Alamance County a small paneled Ford truck was purchased and outfitted on the outside with shelving and glass doors. In Chatham County, a WPA bookmobile was made available to the county until it was withdrawn in 1943 to work on a military base. At that time a small Chevrolet panel truck was secured without side shelves. This bookmobile operated until 1958 when it was replaced with a walk-in bookmobile unit built by Thomas Body Works in High Point. This bookmobile was in service until June 1977.

Meanwhile, bookmobile service in Alamance County was developing very rapidly. In 1951 a Gerstenslager bookmobile was purchased and operated throughout the county until 1963 when another new Gerstenslager bookmobile was purchased. The newer bookmobile provided services to the county while the older bookmobile served only the City of Burlington. In 1968 the 1951 bookmobile was sold and a new Gerstenslager was purchased. Until 1976 extensive bookmobile service was provided to the City of Burlington and to Alamance County. Because of its deteriorating condition and the rise of maintenance costs, the 1963 bookmobile was sold in 1976, and bookmobile service to Alamance County was re-evaluated. All stops within the City of Burlington were terminated and those in the western portion of Burlington were consolidated into a stop at the Holly Hill Mall.

The rise in operating costs, the age of the bookmobiles involved, and other questions regarding the feasibility of continuing bookmobile service as it had been provided during the 1950's and 1960's in Alamance and Chatham Counties resulted in a complete re-evaluation of the library's bookmobile program. Many cuts in service were made in both Alamance and Chatham Counties during the next year. Finally, the Chatham County bookmobile was sold in June 1977, and the remaining bookmobile in Alamance County was made into a regional bookmobile serving both Alamance and Chatham Counties. Many people who had previously been served by the bookmobile were either dropped from service or moved to the Homebound service. All of the branch libraries in the two counties had increased hours significantly enough to enable most of the former bookmobile patrons to use these branches. At this time the cost of operating a bookmobile is still significant, and a problem will soon arise because the remaining bookmobile is ten years old.

The most significant development in library service that has occurred in Alamance and Chatham Counties has been the formation of the Central N.C. Regional Library. During the 1940's, Chatham County had a full-time librarian, Mrs. Milton Heath. However, in the early 1950's the county contracted for professional services at one time or the other with both Lee County and Randolph County. Finally, in 1954, the Chatham County Library Board approached the May Memorial Librarian, Miss Evelyn Parks, and arranged to contract for professional services through the May Memorial Library. Because of the scarcity of professional librarians and the lack of funds in Chatham County, they were unable to secure their own professional librarian at that time. Since State Aid required that at least one professional librarian be working with the county library to receive state appropriations, Chatham County was forced to contract with librarians outside the county. This contractual arrangement between the May Memorial Library Board and the Chatham County Library Board was begun in January 1955 and continued throughout the 1950's. For a brief period in 1959 and 1960 Lee County also contracted with May Memorial Library for professional library services.

Finally, federal funds became available in 1961 for cooperative programs between public libraries. At that time Alamance and Chatham Counties set up the Central N.C. Book Cooperative in order to receive federal funds for the purchase of library books. Lee County declined to join this cooperative because they did not wish to receive federal funds. Out of this book cooperative came the formation of the Central N.C. Regional Library in 1963. When the region was formed, the book cooperative was terminated. At the time that this regional library was formed, the State Library was encouraging local counties and cities to cooperate in order to receive additional state and federal grants. The first regional library in North Carolina had been established in 1941. However, it was not until the early 1960's that many regional libraries were formed. In the late 1950's and early 1960's there was a tremendous increase in state and federal aid to public libraries. The North Carolina State Library chose to distribute a large proportion of this money to those counties which formed cooperative regions because it was their belief that regional libraries would be the most cost effective and would distribute library services in the most equitable manner to all citizens of the state.

Originally, there was a separate Alamance County and Chatham County budget as well as a separate regional budget. Eventually, the Chatham County budget was absorbed into the regional budget. However, it was not until July 1976 that the budget for Alamance County (i.e. May Memorial Library) was consolidated into the regional budget. At the present time, the Central N.C. Regional

Library is a unified system with all funds being deposited in one account and with all expenditures coming from one budget. The headquarters for the region is located at the May Memorial Library in Burlington, and the regional director has responsibility and control of all the personnel and of all library services in Alamance and Chatham Counties.

GOVERNANCE

The Central N.C. Regional Library is governed, according to the General Statutes of North Carolina chapters 153A-270, by a six-member Board of Trustees. Three members are appointed from the membership of the Alamance County Library Board and three from the membership of the Chatham County Library Board. The terms of membership are for three years with the terms of one member from each county expiring every year. Terms run concurrent with the fiscal year.

The duties of the Board of Trustees shall include the setting of library policy, the appointment of a qualified regional director of library services, participation in the preparation of the annual budget, making recommendations to the board of commissioners of each county, and the preparation of all necessary annual reports. The duties and responsibilities of the director of the regional library are as follows:

> The director of the regional library shall be considered the executive officer of the board and shall have the sole charge of the administration of the library under the direction and review of the board. The director shall be held responsible for the care of the books and the equipment, for the employment and direction of the staff, for the efficiency of the library service to the public, for the operation of the library under the financial conditions set forth in the annual budget, and for the deposit of funds and signing checks. The director shall attend all board meetings except those at which his appointment or salary is to be discussed or decided.

On November 1, 1976, the Board of Trustees adopted comprehensive personnel policies which include rules and regulations which govern the appointment, classification, salary, promotion, demotion, dismissal, and conditions of employment of the employees of the Central N.C. Regional Library. The director of the Central N.C. Regional Library is responsible for the administration of these personnel policies, and all employees of the library are subject to all provisions of these policies.

In addition to the Board of Trustees, there is an advisory library board in each county which makes recommendations to the Board of Trustees concerning the operation of the libraries in their county. The Alamance County Library Board, previously known as the May Memorial Library Board, was originally organized by the agreement dated March 25, 1965, between the City of Burlington and the Board of Commissioners of Alamance County, providing this board be a joint agency of the City of Burlington and the County of Alamance. Three persons are appointed by the City of Burlington (on even numbered years), and three persons are appointed by the Alamance County Commissioners (on odd numbered years), for six-year terms with the term of one member expiring every year. From the membership of this board, three members are selected to serve on the Board of Trustees of the Central N.C. Regional Library.

The Chatham County Library Board also consists of six persons, all appointed by the Chatham County Commissioners, with two members appointed every odd year. Terms are also for six years. From the membership of this board, the Chatham County Commissioners select three persons who serve on the Board of Trustees of the Central N.C. Regional Library.

The duties of each of the county library boards are as follows:

> The functions and responsibilities of the board shall be to make recommendations to and co-operate with the Board of Trustees of the Central N.C. Regional Library and its director, to keep abreast of the needs and desires of the users of all public libraries in the county, and to endeavor to fulfill these needs by recommending policies to the Board of Trustees of the Central N.C. Regional Library for the operation of these public libraries which are consistent with those needs.

There is at present no long-range plan for library services in Alamance and Chatham Counties. In September 1963 a ten-year plan was adopted for Alamance and Chatham Counties. This plan was adopted as a guide for the development of library resources and services in Alamance and Chatham Counties and included the following categories: (1) Physical facilities, (2) Materials, (3) Personnel, (4) Finances. It was stated that these goals were for a minimum of five years and a maximum of 10 years. Very few of these goals were ever realized. The situation has changed so dramatically since 1963 that it is now necessary to develop new and more detailed goals and plans. The original ten year plan did not deal with the character of the communities, and its goals were very sketchy. The need for a comprehensive, long-range plan of library services in Alamance and Chatham Counties is great. Hopefully this library evaluation and community analysis will provide some of the basic information and will delineate some of the issues to be considered by the trustees, staff, and all interested citizens who cooperate in developing such a plan.

FINANCES

The Central N.C. Regional Library is a tax-supported institution which provides service on a county-wide basis in each of its two counties. This library fully complies with the Standards for Public Library Service in North Carolina which requires that all funds from state and local government be paid into a single unified regional budget. All funds are received, expended, and accounted for in accordance with General Statutes 159 and with the Local Government Budget and Fiscal Control Act.

The library budget is prepared by the director with input from all the assistant directors and department heads. Each department head submits both general and specific goals to be accomplished during the fiscal year and suggests the amount of resources necessary to meet those goals. This information is then translated into a line item budget which is presented to the Alamance County Library Board and to the Chatham County Library Board along with the justifications for financial resources requested. The finalized proposed budget is then presented to the Board of Trustees of the Central N.C. Regional Library. After it has been approved by the Board of Trustees, the budget is then presented to the City and Town Managers of Alamance and Chatham Counties and to the County Managers of each county. Each of these funding bodies then determines how much it is willing to contribute to the proposed budget. After the director learns the amount of revenue that can be guaranteed from each of the funding bodies, a revised budget is prepared and presented to the Board of Trustees for their approval.

In order to fully understand how the Central N.C. Regional Library is funded, one needs to look very carefully at its sources of revenue. Table 15 gives a detailed explanation of the sources of revenue for the 1976-77 budget year based upon the audit prepared on June 30, 1977.

A comparison of the N.C. State Averages and funding of this library system makes clear the fact that the Central N.C. Regional Library is not funded as well at the local level as are many of the other public libraries in North Carolina. This library is proportionally more dependent on state and federal monies than most other North Carolina libraries. Since experience has shown that state and federal aid is not always reliable, an effort should be made to raise the percentage of local support going into the total budget of the Central N.C. Regional Library. As a point of comparison the reader should consult Table 16 for a breakdown of the revenues which are received by the Central N.C. Regional Library. This table gives us an excellent picture of the amount of support from all levels of government.

TABLE 16

1976-77 Library Revenues - Per Capita Comparison

	CNCRL 1976-77	State Average 1975-76
Local -	$1.86 per capita	$2.62 per capita
State -	.92	.67
Federal -	.52	.16
Other -	.54	.42
Total	$3.84	$3.87

TABLE 15

Central N.C. Regional Library Budget, 1976-77

(Based on Audit - June 30, 1977)

REVENUES		% of TOTAL	N.C. STATE AVERAGES % of TOTAL
LOCAL			
Alamance County	$90,000		
Burlington	88,000		
Graham	6,000		
Mebane	4,500		
Burlington-Graham ABC	15,000		
Chatham County	25,000		
Goldston	1,125		
Pittsboro	5,000		
Siler City	7,000		
Sub-Total	$241,625	48.5%	68%
State			
State Aid	119.476		
Sub-Total	$119,476	24%	17%
Federal Aid			
LSCA	45,743		
Burlington Community Develop.	12,825		
Alamance Co. ETA	8,587		
Sub-Total	$67,155	13.5%	4%
Other			
Trust Funds	15,123		
Miscellaneous	54,335		
Sub-Total	$69,458	14%	11%
TOTAL	$497,714	100%	100%
*Expenditures:			
Salaries & Salary Related	304,861	63.6%	65%
Books and Materials	83,061	17.3%	15%
Operating Expenses & Other	91,593	19.1%	20%
TOTAL	$479,515	100%	100%

*Note: Encumbrances are not included.

With the local appropriations to the Central N.C. Regional Library now resting at $1.86 per capita, a great deal more local support is needed to reach the state average of $2.62 per capita received from local funds.

Table 17 analyzes the level of support from each unit of local government in comparison to the degree of usage each community makes of its local branch library.

TABLE 17

Comparison of Population, Library Usage, and Local Revenues (1976-77)

County or Town	% of Total Regional Population (1975 est.)	% of Total Library Users (1976-77)	% of Total Local Revenues (1976-77)	$ Per Capita
Alamance County	76.6%	83.5%	37.2%	.91
Chatham County Commission	23.4%	16.5%	10.3%	.83
Burlington	29.7%	63.0%	36.4%	2.28
Graham	6.7%	10.7%	2.5%	.69
Mebane	2.0%	9.8%	1.9%	1.71
Goldston	.3%	1.7%	.5%	2.70
Pittsboro	1.1%	4.5%	2.1%	3.42
Siler City	3.7%	10.3%	2.9%	1.47
Burlington-Graham ABC Board	(NA)	(NA)	6.2%	(NA)
Totals	100%	100%	100%	1.86

The first two columns in Table 17 compare the percentage of potential library users with the percentage of actual library users for each local governmental unit which funds the Central N.C. Regional Library. This is based on the number of library users at facilities within the respective municipalities and counties. It is interesting to note that in all cases considering the actual library users, no town, city, or county contributes the percentage of local revenues in proportion to the percentage of library users. However, it must be realized, especially regarding the municipalities, that the users of the library may not live within the boundaries of that governmental unit. Therefore, the most reliable figures must be those of each county. It should be noted that the percentage of total library users in Alamance County far exceeds the percentage of total regional population while in Chatham County this figure is reversed. This would indicate that the people in Alamance County are more inclined to use the public library than are those people in Chatham County. A further factor may be that libraries in Alamance County are in closer proximity to a larger portion of the population than are the libraries in Chatham County. In any case, no local governmental unit is funding the library at a rate equivalent to the degree of use experienced by its local facilities.

In comparing the percentage of total local revenue from a local governmental unit with the percentage of total regional population in that unit, it should be noted that the municipalities of Burlington, Goldston, and Pittsboro are funding the regional library at a percentage rate higher than their percentage of total regional population. This would indicate that their funding level is at a more appropriate level than the other municipalities of Graham, Mebane, and Siler City, whose funding levels are lower than their percentage of total population. Although their percentage of total local revenue is lower in Mebane and Siler City, they are relatively close to their percentage of total population. However, the most serious deficiency is in the City of Graham where they contribute only 2.5% of the total local revenues while their population is 6.7% of the total regional population. Further, approximately 73% of the registered borrowers at the Graham Public Library live within the city limits of Graham. This is a larger in-city borrowing population than at any other branch. In all three of the cases, Graham, Mebane, and Siler City represent approximately 10% of the total library users in the region.

The most serious problem exists in the revenues from the Alamance and Chatham County commissions, both of which are contributing less than one half of their percentage of the total regional population. (See Table 17.) Since Chatham has a lower percentage of total library users than their percentage of regional population, their percentage of total local revenues is more appropriate than it is in Alamance County where there is a much higher percentage of total library users. In any case, neither county commission is assuming a reasonable share of the burden for library services, considering that the provision of library services is done on a county-wide basis. Most people agree that library services are county-wide services, but there is no agreement on who should foot the bill. Table 17 points out the complexity of this problem. In order to eliminate the obvious inequities, each county commission should be willing to assume a much larger share of the responsibility than they are at present. It is hoped that some resolution of this situation can be resolved in the near future.

Table 18 presents the budget picture for the Central N.C. Regional Library since 1970. Rather than giving dollar figures, which in many cases are not pertinent to the situation because of the high inflationary rate, we have presented the percentage of expenditures in each category as well as the percentage of revenues in each category.

The most obvious information that can be gained from Table 18 is that the percentage of revenues from local government going into the public library has been going down steadily since 1970. Although the percentage of state aid going into the public library has fluctuated, it still remains that the library is now relying more heavily on state, federal, and other sources of income that lack stability. It should also be noted that there has been a small decrease in the salary and materials items while the operating expenditures have increased dramatically. Federal revenue sharing funds from Alamance County were used to open and operate the Cum Park Branch Library in 1974-75. However, these funds were not continued in 1975-76, and the cost of operation of this library was absorbed into the Central N.C. Regional Library budget. As noted on Table 18, there was a large decrease in the books and materials expenditures for 1975-76 while the operating expenses increased proportionately because of the absorption of Cum Park Branch Library. By reducing personnel in 1976-77, the library was able to rectify the loss of funds for books, but

TABLE 18

Annual Budgets of the Central N.C. Regional Library by Percentages

REVENUES	1970-71	1971-72	1972-73	1973-74	1974-75	1975-76	1976-77
Local Support	58.6%	56.8%	54%	53.1%	52.1%	52.4%	48.5%
State Aid	29.4%	27.5%	31.2%	31.2%	31.6%	28.3%	24%
Federal Aid	6.4%	7.2%	6.8%	9.7%	7%	12.9%	13.5%
Other	5.6%	8.5%	8%	6%	9.3%	6.4%	14%
TOTAL	100%	100%	100%	100%	100%	100%	100%
EXPENDITURES							
Salaries & Salary Related	65.1%	71.1%	71.3%	66.8%	69.1%	68%	61.2%
Books & Materials	18.2%	19.8%	17.2%	14.5%	16.8%	9.2%	16.7%
Operating Expenses & Other	16.7%	9.1%	11.5%	18.7%	14.1%	22.8%	22.1%
TOTAL	100%	100%	100%	100%	100%	100%	100%

the operating expenses necessarily remained higher. This reflects the kind of situation which is very serious for the Central N.C. Regional Library and should not be overlooked. Because of the increasing cost of operating facilities, the library is spending more and more money for operation which is taking away from the amount of money which could otherwise be spent for materials and salaries.

It is recommended that a concerted effort be made on the local level to raise the percentage of the local appropriation to the public library. Since the percentage of state aid is dropping, a similar effort needs to be made on the state level to increase state appropriations to public libraries. Although it is not inherently wrong to seek and use federal monies, it is absolutely necessary that the library does not become dependent on this money.

It should be noted that all of the above information points to the value of being organized into a regional library. The Central N.C. Regional Library receives the presently large amount of state aid simply because it is organized into a two-county regional library. If each county attempted to operate separately, there would be no way that the present level of library services could be maintained in either county. This is becoming more and more true because of the decreasing percentage of local money going into the library budget. Federal aid has been used to begin two significant outreach projects since 1972. Federal revenue sharing funds from Alamance County were also used to open the Cum Park Branch Library. All three of these efforts had to be absorbed into the local budget. Federal community development funds from the City of Burlington are now being used to open a small library at the North Park Community Center. The library also employs six full-time persons through the Employment and Training Administration of Alamance County. All of these account for the increasingly larger percentage of federal money going into the Central N.C. Regional Library budget. Although the use of federal funds has strengthened the library a great deal, it must be realized that these funds do not last forever and that there are certain restrictions on their use.

The advantage of regionalization financially should not be minimized. Significant efforts should be made to impress upon all persons in the community that regionalization and cooperation across county lines is absolutely necessary to keep the cost of library services down. Although it may seem better at times to function within the confines of a single county, at the present time it is not financially feasible to do so. Outreach services are extremely important in order that the library reach the geographically isolated and economically disadvantaged. These outreach services are also expensive and require that the operating expenses of the library be increased. Since they are expensive, it is doubtful that either Alamance or Chatham County alone would be able to afford any of the special outreach services. However, by cooperating in the Central N.C. Regional Library, both counties are able to extend to their citizens some very unique and justifiable programs in a more cost-effective manner.

PERSONNEL

The Central N.C. Regional Library currently employs 27 full-time and 2 half-time persons who work at the May Memorial Library, in the 6 branches, and in the Special Services outreach programs. On November 1, 1976, the Board of Trustees of the Central N.C. Regional Library adopted comprehensive personnel policies which govern the appointment, classification, salary, promotion, demotion, dismissal, and conditions of employment of all the employees of the library. These personnel policies are patterned after the Alamance County personnel policies and the 1970 edition of the N.C. Public Library Personnel Manual. The position classification plan and the job descriptions are patterned after those recommended by the N.C. State Library. The salary schedule is adapted from the State of North Carolina State Employees Salary Schedule which was adopted July 1, 1977.

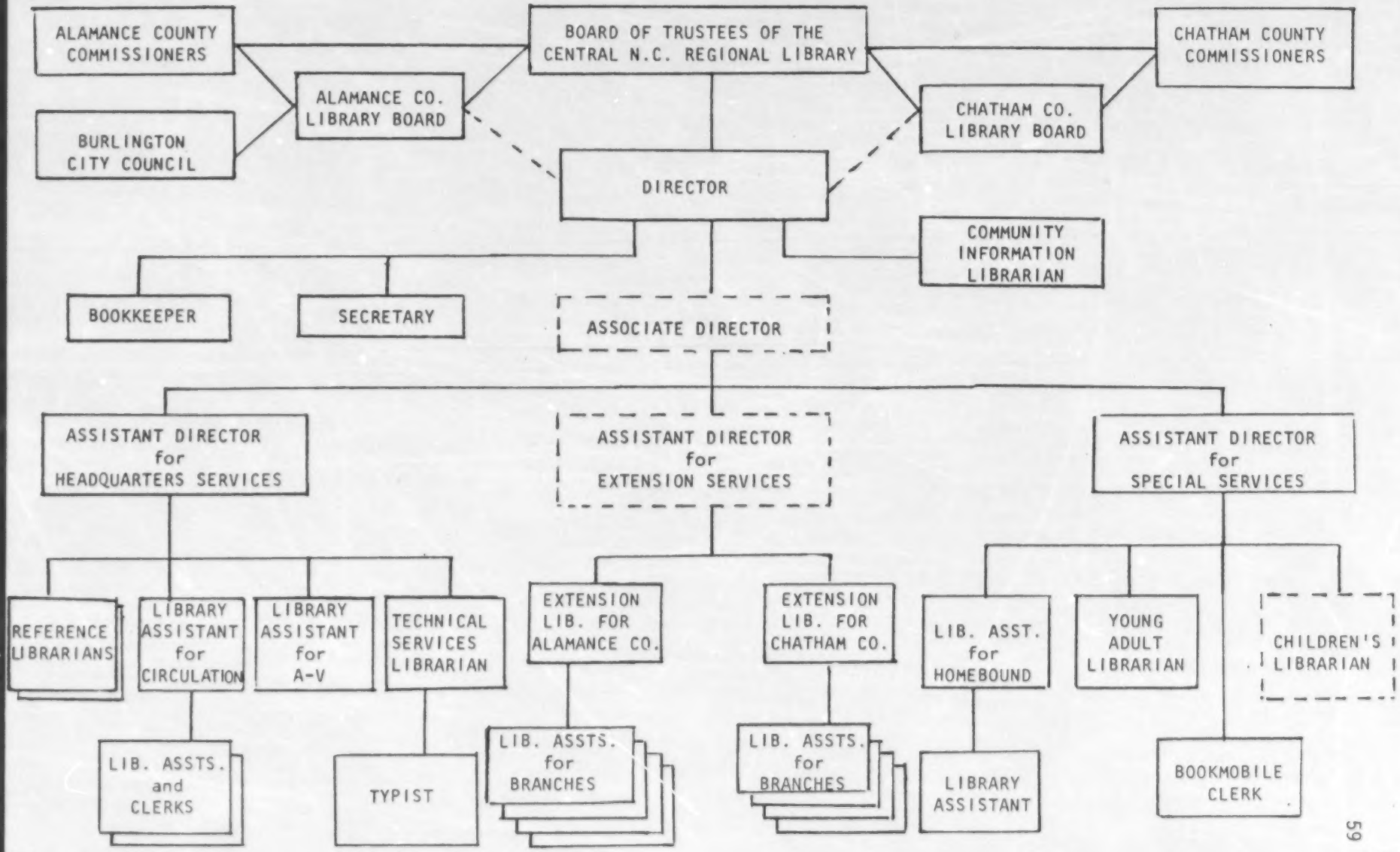
The organizational outline on chart 5 gives the current organizational makeup of the 28 full-time equivalent employees of the library. Basically, there are three divisions of services: 1) Headquarters, 2) Extension, 3) Special. At present, there is an assistant director for headquarters services and for special services. However, it should be noted that there are not sufficient funds for an assistant director for extension services or for an associate director who would assist in the administrative responsibilities of the director. Also missing is a children's librarian who is needed to perform the outreach duties now done by the assistant director for special services who needs to be free to perform more administrative responsibilities in her division.

Of the 28 full-time equivalent employees, only 6 are in professionally classified positions which require a Masters in Library Science from an accredited school. However, there are 4 additional employees who have received at least 18 hours of professional librarian training and who technically could function in a professional capacity. The recently adopted Standards for Public Library Service in North Carolina specify that there should be a ratio of 1 professional librarian to every 2 para-professional employees. It also states that there should be 1 full-time staff member for every 2,000 people in the area served. Since we are serving 130,700 people, these standards say that we should have at least 65 full-time equivalent employees. Obviously, with 28 full-time equivalents, we are far below the minimum staff requirements included in these recently adopted North Carolina standards. Also, we are equally deficient in the number of professional employees in comparison with the number of para-professional employees.

A special word should be included concerning the 6 full-time employees who are temporarily employed through the Employment and Training Administration of Alamance County. These employees are paid out of federal funds, and they are all working on temporary contracts which may not be renewed at the end of the summer 1978. Three of these persons are involved in the inventory and book repairing projects which are of a temporary nature. However, the other 3 employees are involved in key jobs, 2 in outreach services and 1 in technical services. Even if we included these 6 full-time employees, raising our total to 34 full-time equivalent employees, we would still have only 52% of the recommended minimum positions according to the North Carolina standards. In like manner, even if we counted the 4 marginally professional employees, raising our total of professional librarians to 10, we would have only 45%

CHART 5

Central N.C. Regional Library Organizational Chart



of the minimum number of professional librarians recommended by the North Carolina standards. The Central N.C. Regional Library has only approximately 1/2 of the staff necessary to adequately serve 130,700 persons.

Having recognized some time ago that this was a problem, the director recommended and the Board of Trustees adopted comprehensive personnel policies which provide for fairly competitive salaries and benefits for all employees. The problem that exists now is acquiring enough funds to maintain these benefits and to extend them on an equal basis to all employees. The rising cost of medical insurance and the problems which result from providing vacation and sick leave allowances continue to create serious problems for a library which is so understaffed. It should be noted that we are presently adhering to the recommended salary schedule of the North Carolina State Library, but to continue to do so may prove to be very difficult without significant increases in appropriations.

The community needs assessment has pointed out several areas in which there are drastic needs for staff additions. In the section on library users, it has been shown that the majority of people who use our branch libraries are persons who live in census tracts in close proximity to those branches. There are a large number of census tracts in Alamance and Chatham Counties where we have a very small percentage of library users. We have also noted in the community resources section that transportation seems to be a real problem in the rural areas of Alamance and Chatham Counties. There are as well a high number of families in both counties with no automobile or with only one automobile. This accentuates the transportation problem. All of these things point out the necessity for maintaining and even increasing the level of outreach library services offered.

In analyzing the demographic data gathered on both counties, it was noted that there was an increasingly high percentage of women working, particularly in Alamance County. It needs to be reiterated that the greater the number of persons at work from 9 to 5 on Mondays through Fridays, the greater the number of persons who are unable to use the library except during the evening hours. Even then family obligations may make it difficult to get to the library. Branch libraries must be open more hours and must offer more specialized services. In order to be open more hours additional personnel would be needed.

- As is mentioned elsewhere in this report, in order to respond to the needs of the total community, the Central N.C. Regional Library needs to remain committed to outreach and special services. There needs to be an identifiable program of services designed to assist the 36% of the total regional population under 19 years of age. Currently there are no coordinated region-wide special services for either children or young adults in the branch libraries. In order to provide such service, additional staff with training and expertise in young adult and children's services are needed.

Basically, the library needs more staff in every department in order to continue functioning at its present level. However, the most pressing needs seem to be in the Alamance County libraries (including May Memorial) and in the Special Services department. The staff in the Alamance County libraries are often hard pressed just to maintain the hours that are now scheduled. If one employee is sick, there is not another employee who is able to fill all the schedules. In the Special Services department, we are relying too heavily on

federally funded positions. The young adult librarian who is in charge of Project ACEE is being funded through an LSCA grant which expires July 1, 1978. At that time provisions must be made to maintain that position with the regular budget. We also have two employees through the Alamance County Employment and Training Administration, both of whom are involved in service to preschool children and in service to the homebound. Assuming that their positions will expire in September 1978 and assuming that we wish to maintain the present level of services to preschool children and to the homebound, some provision must be made for these positions from the regular budget. There also is a problem with the fact that there is only one bookmobile clerk. If that person is sick, there is no one who can drive the bookmobile, and this often results in missed schedules during each month. Another full-time employee should be assigned to the bookmobile.

The maintenance of the present level of library services will continue to be difficult. The increased demands on library staff and the continuing reduction in library staff will soon be at a crisis point. The addition of more staff is a very high priority if services are not to be eliminated.

MATERIALS

The Standards for Public Library Service in North Carolina states the responsibilities of the public library as those of providing

> printed and audiovisual materials of value to all the people in its service area, to organize these resources and make them readily available, and to guide and assist individuals and groups in the use of the materials. Promotion of the use of library services is a basic responsibility of the governmental body and staff.

In attempting to fulfill this responsibility as a public institution, the library has as its primary resource its collection of materials and information. The adequacy of this collection, how it is selected and maintained, and how it is organized and made available to the public are of the utmost importance and significantly affect the degree to which the library actually provides materials "of value to all people in its service area."

In evaluating the library materials available to individuals and groups using the Central N.C. Regional Library, the following methods were used and will be discussed:

1. Statistical comparison of holdings (number of items owned) with recommendations in the North Carolina Standards.
2. Random Sampling Analysis of the shelf list (a card file with a record of each book and of audio-visual materials owned by the library).
3. An evaluation of financial resources available for maintenance of the materials collection.

Finally, the way in which the library collection is organized and made accessible to the public will be discussed.

Selection Policy

It is recommended in the North Carolina Standards that each library have a written selection policy which governs the purchase and withdrawal of materials. The Central N.C. Regional Library has no such policy. The Board of Trustees adopted both the Library Bill of Rights and The Freedom to Read Statement in 1975. In past years materials have been purchased with no systematic attempt at collection development and with no systematic attempt to meet specific community needs. The primary source of input from users has always been repeated requests from heavy users. This haphazard system only serves to perpetuate the selection of materials of special interest to those already using the library rather than to develop a collection of potential use to the entire community. It is recommended that a materials selection policy be developed and adopted by the Board of Trustees of the Central N.C. Regional Library that specifically reflects community needs in terms of the following demographic characteristics of our community:

1) age
2) education
3) occupation
4) general lifestyle

It should provide for purchases of materials useful to the more than 35% of Alamance County adults and more than 41% of the Chatham County adults who have 8 years or less of education. It should provide for a distribution of these materials in the community libraries according to local needs. For instance, a higher proportion of materials of interest to black residents should be found in Chatham County libraries than in the Alamance County libraries. Within Alamance County the North Park Branch Library, Mebane Library, and the May Memorial Library should have a higher proportion of such materials than the Graham or Cum Park Libraries because of the characteristics of the communities served by each of these facilities. This policy should be developed cooperatively with other information-gathering agencies in the community and should eliminate duplication and provide for an increased emphasis in both counties in purchasing materials of use to community groups and agencies as indicated in the chapter on Agencies, Organizations, and Groups.

Any selection policy developed should include a withdrawal policy consistent with the state standards which recommend that a library withdraw at least 5% of its collection annually. A retrospective view of the Central N.C. Regional Library's efforts can be found in Table 19. It should be noted that in none of the past five years did this system withdraw outdated or unused material at anywhere near the recommended level. The long-term effect of this is to cause the total book collection to become older and more outdated with each passing year. Simply having an increasingly larger collection with no regard for the degree of misinformation in that collection is not of benefit to any community.

Finally, the selection policy should specify book selection and review procedures. Also, if community needs indicate the potential usefulness of a particular subject area, this should be specified in the selection policy and re-evaluated at frequent intervals.

Size of Book Collection

The Standards for Public Library Service in North Carolina states that "Libraries should have at least two books per capita regardless of size."

The estimated combined population for Alamance and Chatham Counties is 130,700 for 1977. In order to meet the minimum standards for public library service in North Carolina, the Central N.C. Regional Library should have a book collection of 261,400 volumes. The total number of volumes owned by the library as of June 30, 1977, was 121,250. This number represents 46.4% of the minimum standards. Furthermore, the random sample analysis of the shelf list showed approximately 13.5% of the library collection to be missing. As there has not been an inventory in the library for 30 years, this is entirely possible. If 13.5% of the total book collection, or 16,367 volumes, are in reality lost or stolen, the real book collection, 104,863, is only 40% of the minimum standards.

Maintenance of Collection

In order to maintain an up-to-date collection of books, state standards recommend that libraries serving a population of 100,000 or more add and replace a minimum of one-sixth of a volume per capita annually.

TABLE 19

Book Collection Maintenance

	Total Volumes Previous Year	Volumes Added	% of Total	Volumes Withdrawn	% of Total	Net Total Volumes
1972-73	101,673	5,123	5.0%	2903	2.9%	103,893
1973-74	103,893	7,401	7.1%	1767	1.7%	109,527
1974-75	109.527	7,380	6.7%	1010	.9%	115,897
1975-76	115,897	2,691	2.3%	1168	1.0%	117,420
1976-77	117,420	8,871	7.6%	5041	4.3%	121,250

Table 19 shows a retrospective view of the Central N.C. Regional Library's collection maintenance for the last 5 years. In any year the number of replacements and additions to the collection is severely inadequate.

Realistically, the recommended replacement level of 21,783 volumes per year (one sixth volume per capita) is based on the assumed existence of a minimum collection of 261,400 (two books per capita). Since the regional library with its financial history cannot hope to more than double its collection in the near future, let us compare only the proportional rate of replacements and additions. 21,783 represents 6.4% of 261,400 volumes. If the library were to add 6.4% of its present holdings annually, the library would still have to add a minimum of 7,760 volumes per year.

It is recommended that the Central N.C. Regional Library significantly increase its book stock with the goal of reaching the minimum standards of two books per capita within a ten-year period.

New Titles

The North Carolina standards state that libraries serving a population of 75,000 or larger should add 30-45% of the new adult non-fiction (factual and informational titles) each year to offer its community adequate service.

The Bowker Annual, 1976 (The 1977 Bowker Annual with more recent figures had not been published at the time of this report.) listed a total of 25,499 new adult non-fiction titles published in 1975. 30% of this figure is 7,650. Note that this represents the lower level of a minimum addition rate suggested for a population less than two thirds of that residing in Chatham and Alamance Counties. Table 20 shows the number of new titles added in recent years.

TABLE 20

Total Adult Non-fiction Titles Added (1973-77)

1972-73	2594
1973-74	4104
1974-75	3841
1975-76	1465
1976-77	5012

Even focusing on last year's figure (the largest in five years) the number of new titles added regularly is severely inadequate. This is reflected in the increasing rate of interlibrary loan requests noted in the chapter on Reference and Information Services.

Availability of Non-fiction

The state standards recommend that libraries serving populations of 100,000 or more maintain the collections which enable them to fill 85 to 100% of all requests for materials. Unfortunately the Central N.C. Regional Library does not have retrospective statistics on the number of requests filled. The

standards further state that each library should have a maximum waiting time for requests of six weeks and that materials should be duplicated to reduce the waiting time. The Central N.C. Regional Library has no such policy. Patrons frequently wait many months for requested materials. Earlier comments on the maintenance of the book collection and financial situation pointed out the difficulty of putting such a policy into action. However, repeated frustration in obtaining needed materials is not effective public library service, and it is recommended that some limit on the number of requests taken be set before additional copies of high demand items are purchased.

Reference Materials

It is essential in any discussion of reference materials to point out the extreme increase in the use of the library as a reference and information center in recent years. A detailed analysis of this trend can be found in the section on Reference and Information Services.

Most of the reference questions answered in the library require the backup of an up-to-date book and pamphlet collection of adequate size. A random sample of the reference shelf list for the entire regional system reveals that the median imprint date is 1969. In other words 50% of the reference books owned by the library are less than 9 years old. Given the high use of reference books, it is appropriate and essential that the reference collection be more current than the general collection which is the case in this library. Often circulating books are used to answer information and research questions. Table 21 demonstrates that the library owns a severely inadequate percentage of titles indexed in the Essay and General Literature Index, the most respected index to information published in non-fiction books.

TABLE 21

Volumes Indexed in Essay and General Literature Index and Owned by the Central N.C. Regional Library

Volume Year	Total Volumes Listed	Total Volumes Owned By Central N.C. Regional Library	% of Total
1965-69	1123	231	20.6
1970-74	1337	152	11.4
1975	304	18	5.9
1976	307	42	13.7
Total 1965-76	3071	443	14.4

Further, it was observed in going through the reference shelf list that many of the reference books with the most recent dates of publication were books purchased for the Business & Technical Collection.

It is recommended that there be a systematic check of the Central N.C. Regional Library's reference holdings against recommended reference lists for small (branches) and medium-sized public libraries. It is further recommended

that a commitment to increased reference collection development in all subjects be reflected in both the selection policy and the library's plan of service.

Young Adult Materials

The state standards recommend that at least 5% of the annual additions to the book collection be of special interest to young adults (teenagers). Since books designated for this age group are not noted in any special way in the current purchasing process and are included in the adult card catalog, there is no way to comment on how well the Central N.C. Regional Library is providing materials for teens. Many specialized materials have been purchased for this age group through Project ACEE. It is recommended that records be kept in the future as to the number of volumes and titles purchased for young adults and that there be specific provision in the book selection policy for the purchase of specialized materials, both fiction and non-fiction, for this age group.

Children's Books

Juvenile holdings in a library system should represent from 25% to 35% of total book holdings. Up to one-third of the volumes added annually should be for children according to the state standards. Table 22 shows a retrospective look at children's materials in the Central N.C. Regional Library.

TABLE 22

Children's Books: Proportion of Total Collection

	% of Total Collection Composed of Children's Books
1972-73	36%
1973-74	35%
1974-75	34.6%
1975-76	34.3%
1976-77	34.2%

While the proportion of adult to juvenile books in the library's collection is in line with the state recommendation, the proportion of new purchases as detailed in Table 23 suggests, as do the declining percentages in Table 22, that the current purchasing trend will not maintain a juvenile collection at its prior level.

TABLE 23

Proportion of Adult to Juvenile Volumes Added (1973-77)

	Adult	Juvenile
1972-73	61.8%	38.2%
1973-74	68.6%	31.4%
1974-75	79.5%	20.5%
1975-76	73.3%	26.7%
1976-77	74.5%	25.5%

Further analysis of circulation figures branch by branch shows that juvenile books make up 33.8% of the circulation for 1976-77.

It is recommended that systematic budgeting of funds for materials reflect a commitment to maintain an up-to-date collection of children's materials and that the purchasing of materials for each branch reflect the demographic age characteristics of the area it serves.

Non-book Materials

In addition to books, the Central N.C. Regional Library makes a variety of other printed materials and audiovisual materials available to the public. The Standards for Public Library Service in North Carolina lists slides, films, newspapers, magazines, reports by organizations and governments, maps, music scores, microfilms, pamphlets, clippings, pictures, and tape recorders. It also states that "Libraries which cannot afford to acquire and maintain some of these materials should be aware of and utilize other resources in the area and should develop cooperative programs with other libraries." Table 24 gives a full profile of the non-book materials currently owned by the Central N.C. Regional Library.

TABLE 24

Non-book Materials as of June 30, 1977

Recordings (tapes)	0
Recordings (disc)	2,348
Art Prints	90
Maps	0
Slides	300
Microforms (titles)	4
16mm films	35
8mm films	225
Filmstrips	0
Toys & Games	54
16mm projectors	14
8mm projectors	7
Slide and/or Filmstrip Projectors	1
Record Players	14
Tape Recorders/Players	10
Microfilm Readers	2
Copiers	3

Sound Recordings

The Central N.C. Regional Library currently owns 2,348, or 78.3%, of the recommended holdings for libraries serving 100,000 or more people. The primary cause for this inadequacy has been the necessity, given increasingly limited materials budgets, of choosing between a book and a recording in trying to keep the book collection from deteriorating further than it has already. Given the percentage of total circulation made up by circulation of non-book materials seen in Table 25, making the choice in favor of printed materials does indeed seem like a response to a demonstrated need.

TABLE 25

Circulation of Book and Non-book Materials

	Circulation of Books	% of Total	Circulation of Non-books	% of Total	Total Circulation
1972-73	232,367	96.2	9,125	3.8	241,492
1973-74	251,366	95.8	11,037	4.2	262,403
1974-75	303,310	95.9	13,119	4.1	316,429
1975-76	320,100	97.3	8,727	2.7	328,827
1976-77	305,521	94.7	16,934	5.3	322,455

It should be noted, however, for long-term planning that the circulation of non-book items has been increasing at a greater rate than has that of books.

Films

The Central N.C. Regional Library has maintained limited collections of both 8mm and 16mm films for approximately the last 5 years. The decision to maintain some films locally was made in order to aid staff members in library programming as well as to offer the public some options when a film was needed on short notice. Prior to this time the library and the library's users relied on the film collection maintained by the public library film service at the North Carolina State Library in Raleigh. These films are available free of charge to anyone. All loans are made through a local public library which must pay postage. The 35 16mm's now owned by the Central N.C. Regional Library were purchased while the library was involved (as it still is) in a formal cooperative agreement with the Region G libraries regarding the loan of films. This agreement provides for cooperative borrowing and purchasing between libraries located in governmental Region G. It originally suggested that all films be deposited at a central facility. The 16mm films owned by the Central N.C. Regional Library were kept at the May Memorial Library for local use which was very heavy for the first year they were owned. Use has dropped off since that time because of 1) saturation of the area with the films in question, and 2) poor condition of the films. The Central N.C. Regional Library has been unable to devote either adequate space for proper storage or experienced staff and equipment for the inspection and repair of its films. Because of limitations in its headquarters facility and inadequate staffing in basic areas of service, it is highly unlikely that either resource will be forthcoming. Depositing our films with another Region

G library would eliminate their use at short notice but would guarantee their maintenance and usability for the future. The effort involved in reserving a film in advance from either the State Library or from Region G does not seem to significantly deter the use of those films in our service area as shown on Table 26.

TABLE 26

16mm Film Circulation

	Central N.C. Regional Library	State	Region G
1975-76	504	521	204
1976-77	266	822	478

Table 27 shows, on the other hand, the heavy use of 8mm films owned by the region. The state standards recommend holdings of 200 or more 8mm films and sound filmstrips for libraries serving 100,000 or more. Currently, the Central N.C. Regional Library owns 225 8mm films but no sound filmstrips. Requests received for filmstrips and filmstrip projectors have come mainly from school personnel in the past.

TABLE 27

8mm Film Circulation

	# of 8mm Circulated
1974	652
1975	962
1976	1061
1977	946

8mm films are less expensive, easier to repair without extensive equipment or expertise, and more compact. The library comes closer to providing a more adequate collection of 8mm films than any other type of material. For that reason it is recommended that the library continue to build on that solid base by depositing its 16mm films in a Region G depository and by concentrating its film budget on the upkeep and maintenance of an adequate number of 8mm films.

Periodicals

Periodicals (newspapers and magazines, etc.) are popular for recreational reading in public libraries, but their main importance is as a current reference and information source. The minimum periodical collection for libraries serving over 100,000 is 400 titles or more with back issues held 10 to 15 years. The Central N.C. Regional Library currently receives 240 titles (some duplicated to make a total of 389 subscriptions). Small libraries

or branch libraries are recommended to have all the periodicals indexed in the Abridged Readers' Guide to Periodical Literature. Larger libraries should receive, according to the standards, all periodicals indexed in the unabridged Readers' Guide to Periodical Literature. The May Memorial Library currently receives 63% of those listed. Monthly periodicals are currently held for 10 years, and weekly periodicals are held for 5 years. The main factor contributing to this is the lack of storage space, particularly in the headquarters building, the May Memorial Library.

Leasing Plans

Leasing plans are mentioned in the Standards for Public Library Service in North Carolina as worthy of consideration in situations where space and/or funds are limited and demand is high. The Central N.C. Regional Library does not currently participate in any leasing plan. Given the previous description of this library's lack of financial resources and high volume of use, it is recommended that the use of leasing plans be investigated.

Local History and Genealogy

It is recommended in the standards that "systems should purchase local historical and genealogical materials that are not readily available elsewhere in the community" and that "local newspapers should be purchased on microfilm as available."

The Central N.C. Regional Library maintains the Burlington Daily-Times News (the only daily paper published in the region) on microfilm from 1923 on. No other local paper is available on microfilm. Back issues of other local papers are held approximately 3 months. As storage space permits, the library has a small amount of genealogical material on microfilm. Other microfilm holdings include the Mebane Enterprise from 1922-1967.

The system has collected local history materials whenever possible, using quality and demand as a criteria for purchase. There has been an increase in the demand for genealogical materials in recent years. The Technical Institute of Alamance has greatly increased its genealogical collection, and requests we have been unable to fill have been referred there. It is recommended that some division of responsibility between local history and genealogy be established between the two institutions to avoid duplication and provide a more complete collection for the public.

Summary

The materials collection of the Central N.C. Regional Library fails to meet Standards for Public Library Service in North Carolina in the size of its collection, in the number of new titles purchased, and in its non-book materials collection (with the exception of 8mm films). Rectifying this situation should be of the highest priority in a plan of service.

In addition to statistical comparison with standards, there are other important aspects of a library's materials collection that cannot be evaluated simply by statistical comparisons with the standards. It is important in any evaluation to know the answers to the following questions:

1. Do we have all the books in the catalog? How many are missing?
2. How old is the collection?
3. How well used is the collection?

Statistical methods of library evaluation by use of a random sample analysis of card files (shelf list, circulation, registration) as developed by various professionals in the field were used to provide needed information in several areas of this report. Approximately 400 cards were pulled at regulated intervals from the shelf list, a card file in Dewey decimal order with one card for each circulating volume (not title) owned by the library. This file includes adult and juvenile books, but reference books are listed in a separate file. This produced a reliable representative sample of the library's holdings from which generalizations could be made. Staff members looked for each book in the sample in all branches and checked the last date of circulation. Some could be located in no library facility. The following results of the shelf list analysis are indeed revealing:

1. The median age of the book collection is 12 years old. That means half of the books owned by the library are more than 12 years old and were published before 1965.
2. An estimated 13.5% of the collection is missing (approximately 16,369 volumes). Possible reasons include loss in circulation, theft, and withdrawal without proper notation.
3. An estimated 4% had never circulated - or almost 5,000 volumes.
4. Almost 10% had not circulated in the last 5 years - approximately 12,000 volumes.
5. 75.6% of the collection has circulated in the last 5 years. Almost 70% had been used in the last 3 years.

These results have a number of implications. Taking the best first, one measure of the quality of a collection is the degree of use it receives. The fact that almost 70% of the collection has been used in the last three years implies that it is a reasonably high-quality collection. On the other hand, the fact that 13.5% of the collection listed in the catalog cannot actually be found in any library in the system suggests that library users and the staff encounter repeated frustration in requesting and searching for materials. It is impossible to proceed in developing a quality materials collection if there is not a truly accurate record of the library's holdings. The only way of making the card catalog more accurate is to inventory the collection. After the shelf list analysis was completed in June 1977, the Central N.C. Regional Library applied for CETA employees to undertake a system wide inventory which is currently in progress and will be completed in 1978.

The fact that an estimated 12,000 volumes have not been circulated in the last 5 years (5,000 of those having never circulated) emphasizes the need for a systematic withdrawal policy and consistent implementation of that policy. Without consistent withdrawals and substantial addition to the collection, it will become older and less useful to the community.

The average price of library materials in comparison to the library's materials budget is another important factor to examine in evaluating the library's resources and in making recommendations for improvement of those resources. Table 28 and Chart 6 show a retrospective view of both.

CHART 6

Average Price of Library Materials

(1969-75)

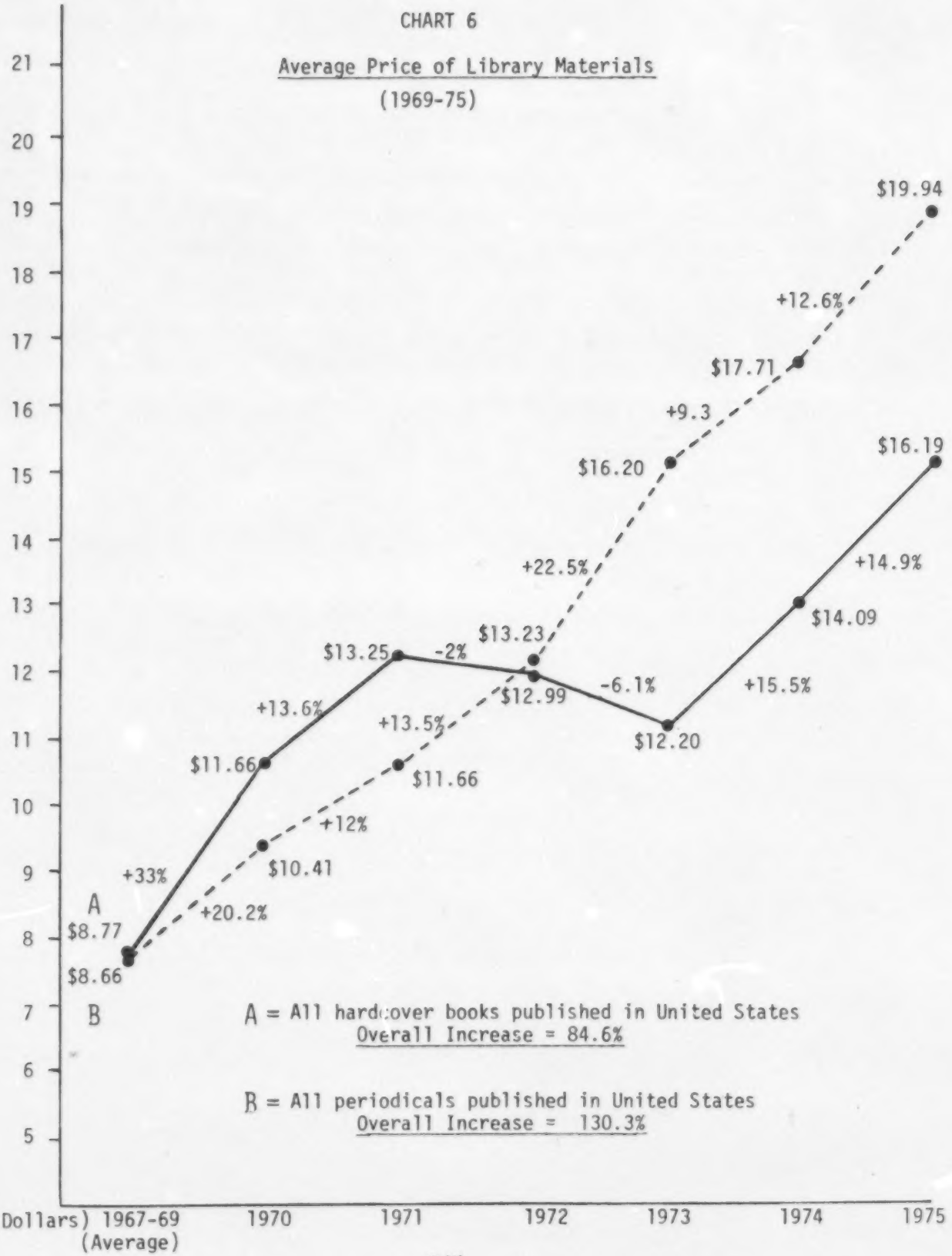


TABLE 28

Materials Budget (1973-77)

	$	% of Total Budget	# of Volumes Added
1972-73	40,756	17.3	5,123
1973-74	42,604	14.5	7,401
1974-75	61,749	16.8	7,380
1975-76	37,417	9.2	2,691
1976-77	83,061	16.7	8,871

It is essential to emphasize the dilemma which the tremendous inflation in the cost of materials poses for any library with an inadequate collection. Making a real gain in size and maintenance of the collection requires significantly increased budgets for materials.

Materials: Organization and Control

The holdings of the Central N.C. Regional Library are organized by Dewey decimal classification system. One of the overwhelming problems with the resources that the Central N.C. Regional Library makes available to the public is the limited access to those materials that results from having only one card catalog in the entire region which is located at the May Memorial Library. This is primarily due to the history of the regional system combined with financial restriction. As a new branch was added the cost of reproducing the entire catalog was prohibitive and the staff needed to maintain it was unavailable. Since the May Memorial Library had professional staff long before the other libraries in the region, it has always had a well-maintained and well-developed card catalog. Some branches had small informal catalogs of their holdings which were transferred to the central catalog as they began to share materials with the May Memorial Library. In many branches the space required for the complete card catalog would now take up a great deal of the floor space.

Another organizational factor has been the policy of rotating collections regularly between branches and allowing for the free flow of materials from one site to another. This was accomplished by maintaining a location file at the May Memorial Library with a card for every book, record, or film listed in the card catalog which was located somewhere outside the headquarters building. If a book was taken from one branch to another, the master file card was changed. For years this change of rotation was done by numerous staff members and was often done haphazardly. As a result, volumes are not frequently found at the branch designated as their location. The policy of random rotation has been altered to provide a more accurate control of the collection and to provide better access to the public. As a part of the inventory now in progress, each volume is being assigned a more permanent location which will be designated on the shelf list. Any volume needed in another location will simply be returned to its original location after the loan is completed. The rotation of books is still possible, but this rotation will now necessitate a change in the shelf list. This will insure more accurate records of book locations.

The most feasible alternative to a card catalog in terms of cost, space, and maintenance is the computerized output microfilm (COM) catalog. It is estimated that conversion of the entire card catalog to microfilm and the provision of a microfilm reader in each branch would cost approximately $40,000 for one year (including personnel). Addition of new materials could be added to the microfilm quarterly. The Central N.C. Regional Library has submitted a joint proposal with the Technical Institute of Alamance for a federal grant to convert their combined catalogs to microfilm. This is discussed in the section on Education. In simple terms, a microfilm catalog would enable a resident of Mebane to go to his local library, search listings of all books owned by the region, and know immediately the location of that volume. It now requires up to a week and numerous staff actions to determine that information. In the library facility evaluations completed by users and non-users, the lack of a card catalog in branches was repeatedly mentioned as a significant deficiency. It is recommended that conversion to a computerized output microfilm catalog be undertaken within the next two years.

Materials: Acquisitions and Processing

All materials in the region are purchased centrally. Books and non-book materials are suggested for purchase by all professionals and all non-professionals who work with the public. Final selections are made by the extension librarians, the assistant directors, and the director. Approximately 95% of the materials purchased are processed (cataloged) by the N.C. State Library processing center at a cost of $1.40 per book. Even with the addition of local staff time for checking in and distribution, the cost of using the State Library processing center is substantially lower than the estimated $3.50 per book it takes to catalog the few volumes that are entirely processed by the staff of the library.

FACILITIES

The primary components of traditional library service are books, people, and a building. Although this report is an attempt to evaluate all library and information services needed by our community, not just traditional ones, it is still essential to evaluate the adequacy or inadequacy of the library "backbone." The location, age, size, and suitability of the library's physical facilities often dictate the type of library service offered and the degree of accessibility the public has to those services.

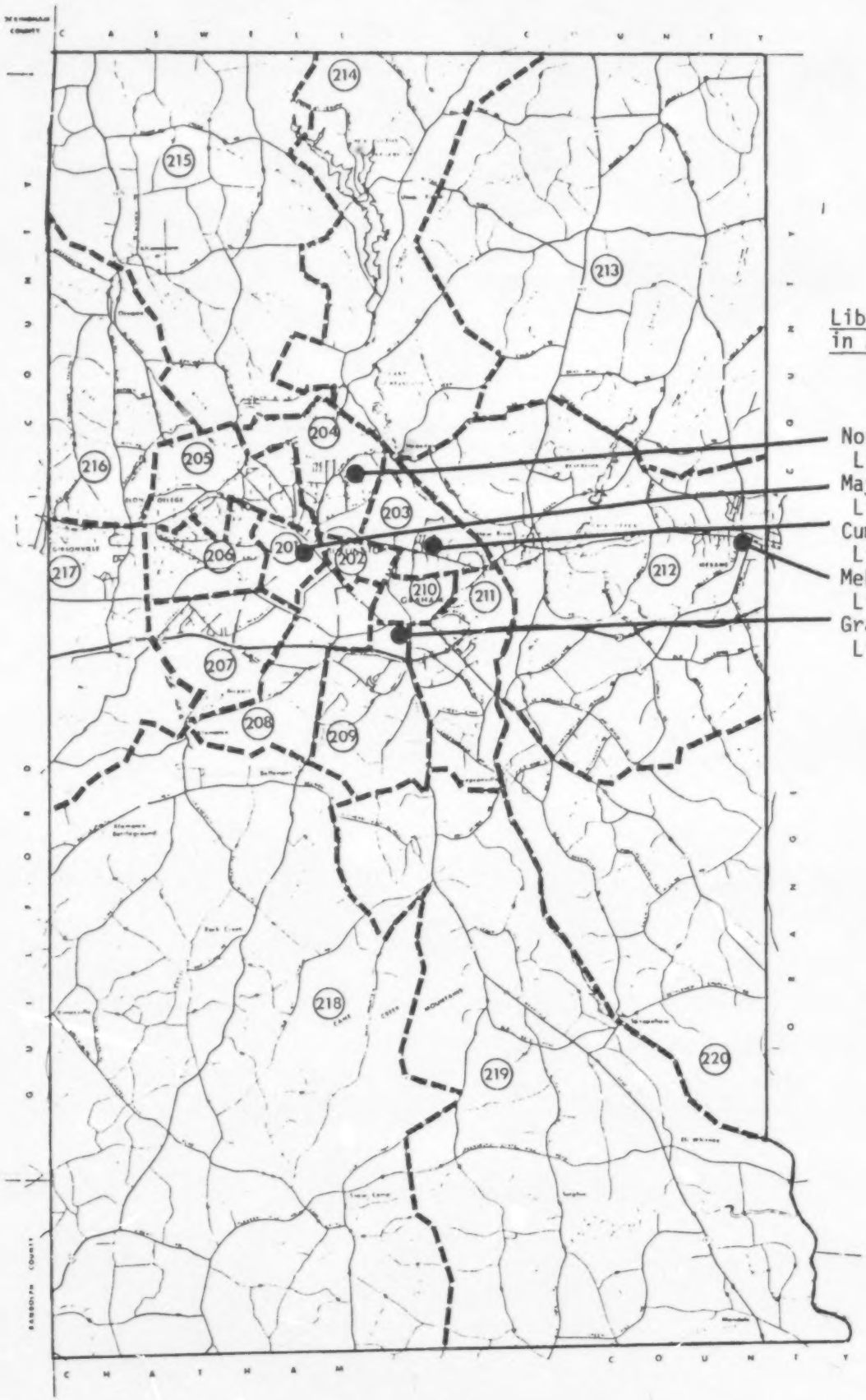
The Central N.C. Regional Library is currently comprised of 7 library buildings. The headquarters for the region is the May Memorial Library in Burlington, and it is the largest of all the facilities. In addition to housing all the administrative regional staff and outreach services, the May Memorial Library also functions as a reference library for the region and houses a union card catalog of all regional holdings. It is important to impress upon the reader that this is the only currently existing card catalog in the region.

Branch facilities in Alamance County include the Mebane Public Library (Mebane), the Graham Public Library (Graham), and the Cum Park Library (east Burlington). In early 1978 the North Park Library will open in Burlington (located in census tract 204) as part of a community service center financed with federal community development funds.

Libraries in Chatham County include the Wren Memorial Library (Siler City), Pittsboro Memorial Library (Pittsboro), and the Goldston Public Library (Goldston). Although there is an interest in improving the facility in Goldston, the only additional library location discussed in recent years by Chatham County citizens and by library board members has been a possible branch in northern Chatham County. There are, however, no immediate plans for such a branch.

The location of all these buildings may be noted on Maps 5 and 6. All the libraries in Alamance County are located in what has been referred to earlier as the "urban corridor" which represents about 80% of the county's population. None of the facilities in Alamance County were designed originally as libraries and consequently all have some inherent difficulties. The Graham and Mebane Public Libraries are housed in municipal complexes. The Cum Park Library is a shopping center branch located in a small storefront which is highly visible. The May Memorial Library is located in downtown Burlington in an old post office building. The May Memorial Library also has an annex, an old bank building, immediately next to the library building which houses the outreach staff. In Chatham County both the Pittsboro Memorial Library and the Wren Memorial Library were designed and built specifically for use as library facilities. The Goldston Public Library is housed in a tiny storefront which also serves as the Town Hall.

In an effort to get some systematic, though not scientific, feedback on the adequacy of the public library facilities in our region, each of the libraries was evaluated by staff members, board members, library users, and individuals who do not use the library. The questionnaire used for this evaluation may be found in the appendix. The results of these library walkarounds were compiled and are presented comparatively in Tables 29 and 30. The first 7 items listed in this comparison - book storage, seating, study space, staff



MAP 5

Library Locations
in Alamance County

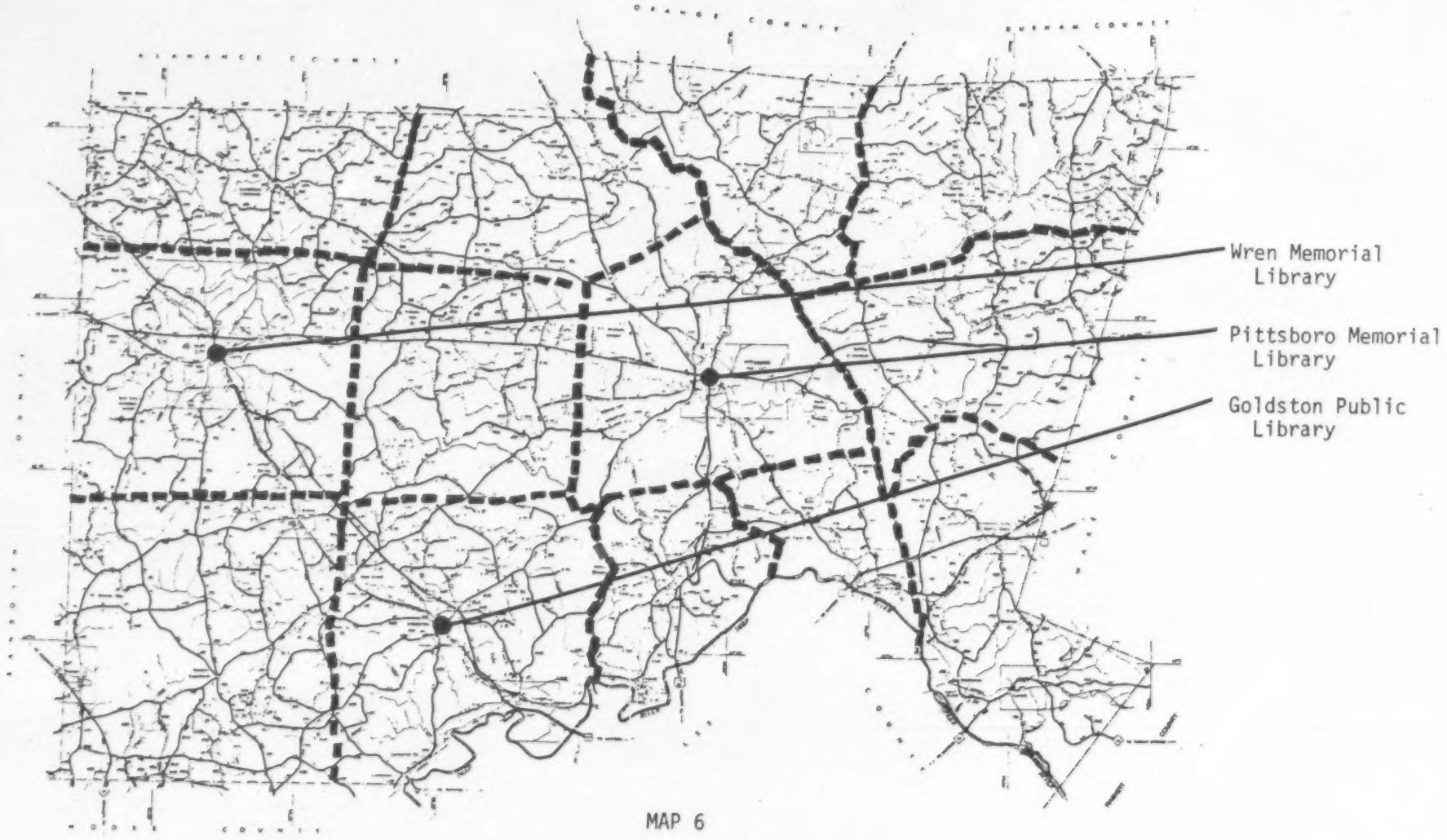
North Park Library

May Memorial Library

Cum Park Library

Mebane Public Library

Graham Public Library



MAP 6

Library Locations in Chatham County

TABLE 29

Physical Facilities: Alamance County Libraries

	May Memorial Library	Graham Public Library	Mebane Public Library	Cum Park Library
Book Storage Space	-	+	+	+
Seating	+	+	-	+
Study Space	+	+	-	-
Staff Work Area	-	+	+	+
Parking	-	+	+	+
Public Meeting Room	-	+	+	-
Restrooms	+	-	+	+
Children's Area	+	+	+	-
Teenage Area	+	-	+	-
Access by Handicapped	-	+	-	+
Listening Facilities	-	+	-	-
Outside Marking	-	-	-	-
Directional Signs (inside)	-	-	+	-
Public Telephones	-	-	-	-
Water Fountains	+	-	+	-

+ = Adequate facilities

- = Inadequate facilities

TABLE 30

Physical Facilities: Chatham County Libraries

	Pittsboro Memorial Library	Goldston Public Library	Wren Memorial Library
Book Storage Space	+	-	+
Seating	+	-	+
Study Space	+	-	+
Staff Work Area	+	-	+
Parking	+	+	+
Public Meeting Room	+	-	+
Restrooms	+	-	+
Children's Area	+	-	+
Teenage Area	-	-	-
Access by Handicapped	-	-	-
Listening Facilities	-	-	+
Outside Marking	+	-	-
Directional Signs (inside)	-	+	-
Public Telephones	-	-	+
Water Fountains	+	-	+

+ = Adequate facilities

- = Inadequate facilities

work area, parking, meeting room space, and restrooms - are basic necessities for simply opening the doors to the public. The next 6 items represent facilities necessary in serving the total community, including a variety of age groups as well as the handicapped, physically or visually, as libraries are mandated to do. The last 2 items are common conveniences. Any facility that is inadequate in more than 2 of the first 7 primary categories is currently offering inadequate library service to its public due to limitations in its physical facilities. Any facility inadequate in several of the remaining categories must face the fact that it is providing library service only to the few residents who are willing and able to overcome numerous physical barriers to make use of the library. A further comparison of existing space in library buildings with the standards for public library service in North Carolina appears on Table 31. Confusion may arise when comparing the recommendation for space at the Cum Park Library with other Alamance County branches. Since the Cum Park Library is close to the headquarter's library which functions as the reference center for the region, it was designed primarily as a circulating branch to replace the heavily used bookmobile stop at the Cum Park Shopping Plaza. Because of this and the fact that it was the only additional branch within one municipality in the region, it was felt a small space could accomplish this goal.

It is clear that immediate improvement is needed in the facilities of the headquarters building, the May Memorial Library, and of the Goldston Public Library. In 1976 a grant proposal for renovation of the May Memorial Library was submitted by Alamance County in the hopes of receiving funds from the Community Development Revenue Sharing funds, but the funds received by the county were insufficient to fund other projects of higher priority as well as the library renovation. A special problem in any potential renovation of this library is the lack of room to expand. The building is flanked on two sides by streets, one side by an active furniture business, and to the rear by a parking lot. Any renovation would involve adding a floor, joining of the main building and the annex, or demolition of the annex and a significant renovation and expansion of the May Memorial Library. The small meeting room formerly available to the public was converted to a business and technical library due to lack of space in 1976. Another special problem of this facility, due to the poor state of public transportation in the county, is the lack of parking. It is recommended that some plan of physical improvement for the headquarters library be a high priority in any future plans of service. It is further recommended that this plan reflect some systematic investigation of traffic patterns and growth trends in the community with regards to the location of such a facility.

A variety of alternatives have been discussed by Goldston town officials, as well as library personnel, for improvement of the library facilities at Goldston. Alternatives include renting another larger facility (the present building is rented by the town), building a new building, or renovating a portion of an old school currently used as a community center. It is highly unlikely that either of the second two options could be accomplished without a major fund raising effort. It is recommended that it be a priority for the Chatham County Board of Trustees to work with the Goldston town officials in planning and obtaining funding for a new library facility in Goldston.

A consistent inadequacy throughout the system was the area of directional signs - both inside the building and outside. The questionnaire completed on several branches including the May Memorial Library, Wren Memorial Library, Graham Public Library, Mebane Public Library, and Goldston Public Library

TABLE 31

Evaluation of Library Facilities

Facilities	Age of Facility	NCLA Standards Space Recommendations	Existing Space	Primary Service Area[2]	Recommendations
Alamance County		(square footage)	(sq. foot.)		
May Memorial Library	1916	20,000	10,500	Services both counties, 60% of users from Burlington (particularly West Burlington). Other users spread through co.	New and larger facility needed immediately
Cum Park Library	1974	2,000	2,000	Random spread of users through urban corridor	None
Graham Public Library	1968	5,000	4,000	Primarily Graham area	Larger facility needed in future
Mebane Public Library	1975	5,000	5,000	Primarily Mebane area, higher # of out of co. users than any other branch	None
Chatham County					
Wren Memorial Library	1969	5,000	6,000	Siler City area	None
Goldston Public Library	?	2,000	590	Goldston-Gulf area	New and larger facility needed immediately
Pittsboro Memorial Library	1974	5,000	4,000	Pittsboro area	None

[1] Standards for Public Library Service in North Carolina, 1976

[2] Estimated on the basis of systematic random sampling and analysis of circulation file at each branch in April, 1977.

pointed out that it was difficult to tell from the outside that the building in question was in fact a library. It is recommended that each of these libraries have improved outside markings, easily readable from the nearest street, as well as directional markers at nearby intersections as is frequently done in the case of hospitals, schools, or police stations.

The Mebane Public Library, though sufficient in space and general facility, is lacking in adequate seating and study furnishings. It is recommended that these items be included in future budget requests from the Town of Mebane or that the citizens of Mebane be urged to undertake an additional fund raising effort.

Public Library Users & Non-Users

The analysis and evaluation of the library's resources produce a fairly clear picture of what the Central N.C. Regional Library has to offer its public. Comparison of the library's resources with state and national standards points out several areas that need some improvement. However, the real test of the effectiveness of a library is whether or not it is used. Taking this test a step further, an examination of who uses the library, who does not, and which services are used by which people reveals the extent to which the public library fulfills its role in serving the entire community. In the same way that demographic characteristics tell much about community needs, the age, place of residence, and occupation of library patrons tell library staff members who they have effectively reached, who finds the materials selection adequate, who finds the location of the library convenient, who finds staff members helpful, and so forth. Identification of users in many cases also identifies non-users and provides the opportunity to study potential reasons for non-use. This is the first step in providing service to the total community.

All branches of the Central N.C. Regional Library maintain registration files containing a card with information on each card holder. Analysis of this card file is an obvious way to generalize about library users branch by branch. The same methodology used in taking a random sample of the shelf list was used to take a sample of the registration file and circulation files in each branch. Since the circulation of books varies throughout the year (i.e., more student use in the fall, more juvenile use in the summer, etc.), it is more reliable for the purpose of generalization to use the registration file in identifying library users in each community. However, a sample was taken from the circulation file of each branch in the spring of 1977. The results are revealing enough to include and are particularly interesting in comparison with the registration file analysis. An analysis of all file samples can be found in Tables 32, 33, 34, and 35.

Each branch facility in both counties was analyzed separately and then all results were combined to give 2 county-wide pictures of what areas of the community were using the library and what areas were not.

A separate study was done for the bookmobiles in each county to see where service delivery was serving the unserved and where more service delivery was needed. A third analysis was done to locate those areas of the community being served by the library's special services department (service to children, teenagers, and the homebound).

ALAMANCE COUNTY: BRANCH FACILITIES

Students are the heaviest users of the library in each facility in Alamance County. When the percentage of students over 12 years of age is combined with juvenile registration (all of whom would be students), the proportion of student use becomes even larger. It would seem that, regardless of the school library facilities available, the public library acts as an important and heavily used educational support system.

Housewives are the second largest group of adult users at the Graham Public Library and the third largest at the May Memorial, Cum Park, and Mebane Libraries. An obvious reason for this is that housewives are able to visit the library during 9-5 hours on Monday through Friday which make up an average

TABLE 32

Alamance County User Characteristics: Based on Circulation File

(Sample taken in March 1977)

	May Memorial Library	Graham Public Library	Cum Park Library	Mebane Public Library
Age Breakdown				
% of Total Circulation Adult	81.9%	65.7%	71.8%	66.9%
% of Total Circulation Juvenile	18.1%	34.3%	28.2%	33.1%
Occupational Breakdown (over 12) % of Total Circulation				
Managerial and Professional	14.4%	9.6%	9.4%	6.9%
Sales and Clerical	4.9%	3.9%	4.1%	5.5%
Skilled Workers	5.8%	6.1%	2.0%	.5%
Labor and Service	.9%	1.8%	5.3%	6.5%
Retired	.6%	.7%	2.0%	1.4%
Students	28.0%	18.6%	15.1%	11.5%
Housewives	17.2%	17.9%	21.2%	21.7%
Unspecified	10.1%	7.1%	12.7%	12.9%
Juvenile plus Students	46.1%	52.9%	43.3%	44.6%

TABLE 33

Alamance County User Characteristics: Based on Registration File

	May Memorial Library	Graham Public Library	Cum Park Library	Mebane Public Library
% of Total County Branch Registration	59.7%	17.2%	10.6%	12.5%
Age Breakdown				
Total Adult Registration	79.8%	64.8%	71.3%	65.5%
Total Juvenile Registration	20.2%	35.2%	28.7%	34.5%
Occupational Breakdown (over 12) % of Total Branch Registration				
Professional and Managerial	18.8%	10.2%	9.4%	5.9%
Sales and Clerical	7.3%	3.7%	10.1%	4.8%
Skilled Workers	10.8%	4.3%	5.0%	7.9%
Labor and Service	1.7%	2.5%	8.9%	2.3%
Retired	1.2%	.7%	2.1%	1.5%
Students	19.8%	19.3%	16.7%	22.1%
Housewives	12.9%	11.4%	9.4%	8.6%
Unspecified	7.3%	12.7%	9.7%	12.4%
Juvenile plus Students Over 12	40.0%	54.5%	45.4%	56.6%

of 75% of the hours open at all the libraries. At the Graham Public Library 82% of the open hours are between 9-5 on Monday through Friday.

Another occupational group which uses the library heavily in Alamance County are those employed in professional and managerial positions. The May Memorial Library experiences greatest use by this group. Logically, professional and managerial individuals would need current field-related or technical materials which can be found in the greatest number at the headquarters library which serves as a reference center for the region.

The highest use by sales and clerical works and by those employed in labor or service can be found at the Cum Park Library. This branch has a wider geographical spread of users than any other library in the county. This is due to the location of this branch in a convenient and well used shopping area.

In summary, the libraries in Alamance County are not being used to any degree proportional to the population distribution by skilled workers, by those in labor or service or sales, or by clerical employees. The reasons for this need to be identified and responded to in the library's plan of service in terms of availability of service, specific materials, and public awareness efforts.

Map 7 shows for each census tract in Alamance County the percentage of the total county population in comparison to the percentage of total branch library registration and to the percentage of circulation according to the one sample taken. If the average of the registration and circulation figures was less than 1% lower than the percentage of the county population residing in the census tract, that area was judged to be receiving adequate library service from the library facilities in Alamance County.

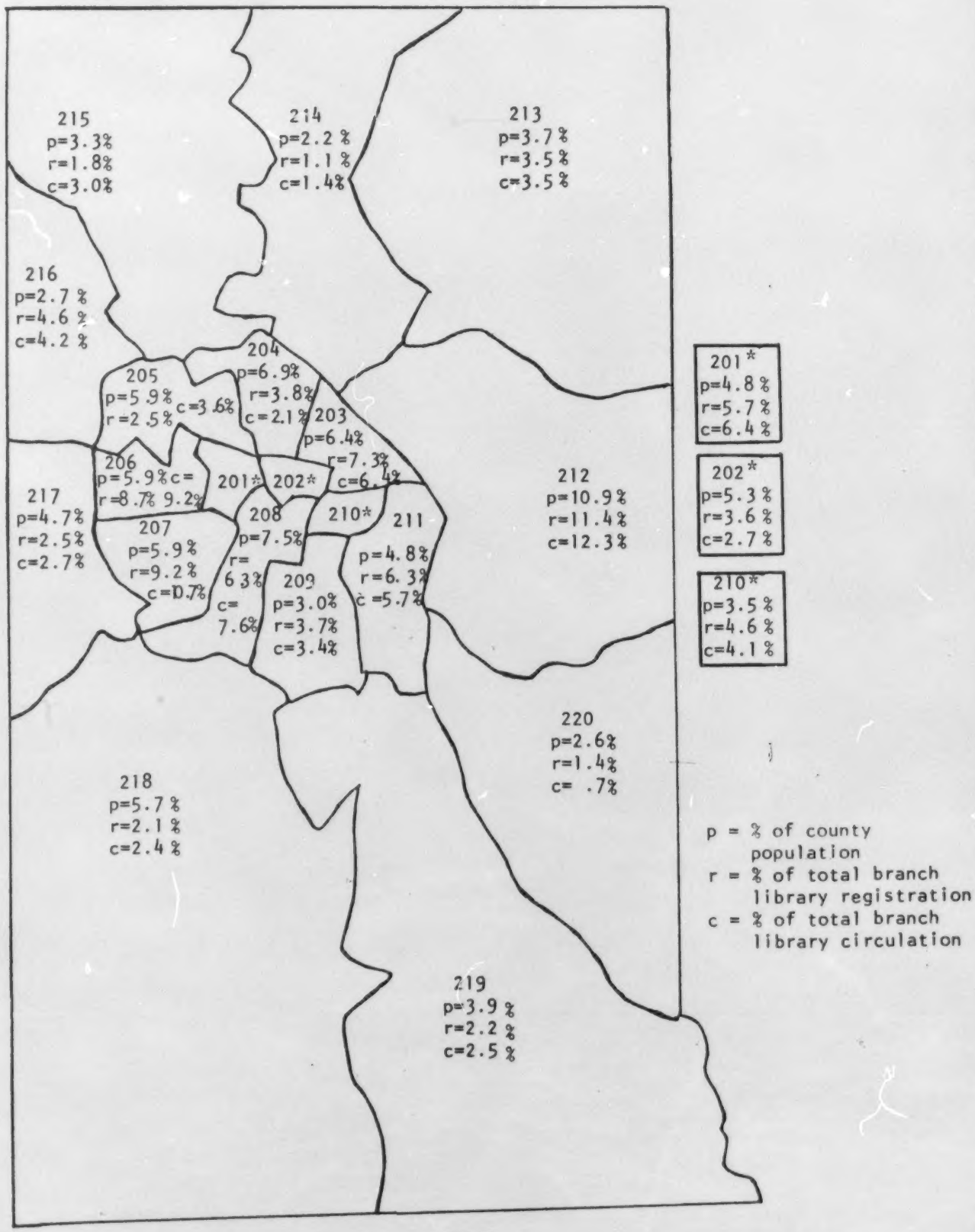
Inadequate Service

202	216
204*	217
205*	218
214*	219*
215*	220*

Adequate Service

201	210
203	211
206	212
207	213
208	216
209	

A number of demographic characteristics have potential bearing on the above lists. For example, the 6 census tracts denoted with an asterisk (*) are among the top 8 tracts in terms of the percentage of black residents.



MAP 7
Geographical Distribution of Library Users: Alamance County

Tracts 202, 204 and 205 are all close to library facilities but exhibited a low level of use. All 3 have median family incomes lower than the county median, a higher percentage of women working, and a higher number of families with no automobile transportation. They also have a lower educational level than the county as a whole. Tract 204 has the highest percentage of non-white residents and tract 205 has the fourth highest in the county. Tracts 214 and 215, directly north of tracts 204 and 205, have similar characteristics but have an additional problem of extended distance from library facilities. Both have lower median family incomes, higher than the county average number of families with no automobiles, and a low educational level.

Tract 217 does not exhibit any of these characteristics. Residents in this area have higher than the average income and educational level. They have a higher chance of being employed in professional or managerial positions and have the fourth highest percentage of college graduates of any census tract in the county. According to national studies, many of the residents of census tract 217 should be "typical" library users, but for some reason they are not being served by the Central N.C. Regional Library. Of all the census tracts in the "urban corridor," tract 217 is the most distant from any Alamance County branch library. Moreover, the Holly Hill Mall is located in 217, providing convenient shopping areas in close proximity. Branch library use for the many residents of 217 would require a one way trip of approximately 5 miles to May Memorial, which would logically be a "special" trip.

Census tracts 218, 219, and 220 make up the lower two fifths of Alamance County. There is no incorporated community in any of these tracts. All 3 have in common the following characteristics:

1. A lower median family income than the county average.
2. A greater percentage of households with no automobiles than the county average.
3. A lower educational level than the county as a whole.
4. A higher percentage of skilled workers and laborers than the county as a whole.

Of the 11 census tracts that appear to be receiving minimally adequate service from branch libraries, 7 (201, 203, 206, 207, 209, 211, 216) have family income levels higher than the county average. Only 4 (208, 210, 212, and 213) have a median family income below the county average. Census tract 212 has a library facility located within the tract. 208 is located between tracts 201 and 209, both of which have branch facilities. The Graham Public Library is located right on the border of 209 and 210. In fact, many of the residents of 210 are closer to the library than those in 209. The residents in these 3 areas have perhaps the easiest access to libraries of any residents in the county.

Tracts 201, 203, 206, 207, 209, 211 all have a higher educational level than the county as a whole. Notice the correlation between the above list and the tracts having a higher than average income. 216, 208, 210, 212, 213 have a lower than average level of education for adults.

Of the 11 census tracts designated as adequately served, only 4 have a higher percentage of families without automobiles than the county average. Of those 4 (201, 208, 210, and 212), 2 (201 and 202) have libraries located within their boundaries. As mentioned above, 208 and 210 have very easy access to library branches.

According to data presented above, the Central N.C. Regional Library's branches in Alamance County adequately serve citizens: 1) who are better educated; 2) who have a higher income level; 3) who have few transportation problems; and perhaps most important 4) who live in close proximity to a library facility. The branch libraries do not adequately serve those areas where residents: 1) have a lower than average income level; 2) have a lower than average educational level; 3) have greater transportation problems; or 4) live a distance of more than 5 miles from a branch facility.

It would appear that the public library is recognized as a relevant resource by people in professional or managerial occupations and by those with a higher than average educational level. Given that there has never been any specific priority given to the purchase of materials aimed at individuals with less than average reading skills and with a high interest in only the basic life skills, it is probable that many citizens in the "inadequately served areas" do not see the library as a relevant institution. However, the fact remains that the public library is supported by taxpayers throughout the entire community and is mandated to serve the entire community.

It is hoped that the very low level of use in census tracts 204 and 205 will alter significantly with the opening of the North Park Library (in tract 204) in early 1978. It is also possible that this facility will serve portions of tract 214.

It is obviously not realistic to plan extended service to outlying areas with limited population by the construction of branch facilities in each census tract with a low level of use. However, it is recommended that any additional branch facilities be located in areas most distant from the existing libraries and with the highest concentration of potential users. First priority for branch construction should be a facility located in census tract 217 with the intent of serving both tracts 217 and 218. Furthermore, since the pattern of use at the Cum Park Branch shows that a shopping center facility is used more frequently by people in a greater variety of circumstances than any other library facility, it is recommended that such a branch be located in a highly used shopping area. This would be a logical step in any serious plan to offer service to all members of the community.

It is also recommended that the library's plan of service include a strong commitment to service delivery in the more rural areas of the county, in particular to census tracts 214, 215, 218, 219, and 220. Such service delivery could include a variety of outreach services, mobile services (such as bookmobiles), services to special groups in those areas, a books-by-mail service (which has not been tried in this area), or an increased emphasis on telephone information service.

CHATHAM COUNTY: BRANCH FACILITIES

Tables 34 and 35 provide an overview of Chatham County library users in terms of age, location, and occupation. As in Alamance County, when we combine the number of juvenile registrations at each Chatham County branch library with the number of adult registered borrowers who are students, it becomes clear that students make up the single largest group using the library. However, there are several points to be made in comparing Chatham County's student use with the percentage figures in Alamance County. For instance, the Pittsboro Memorial Library has a lower level of student registration and juvenile use than any library in the system including May Memorial, whose low level of juvenile registration would be expected since it is a headquarters library. The Pittsboro Memorial Library has a higher percentage of professional and managerial registrations than either Goldston or Wren and the lowest percentage of registrations by housewives.

The Goldston Public Library, on the other hand, has a higher level of juvenile registrations than any other branch in the region. This high level is also shown in the circulation file analysis. Both Goldston and Wren show the high levels of use by students, housewives, and professionals as was the case in Alamance County. The fact that housewives have easier access to the library than working people, due to its open hours, is also true in this county. Almost 78% of the library's open hours in Chatham County are between the hours of 9 and 5 on Monday through Friday.

Given the size of the Pittsboro community and the fact that the Wren Memorial Library houses a more extensive reference collection, the high use by professional and managerial individuals in Pittsboro is unusual. Also, it should be noted that this percentage becomes even higher in the circulation file analysis. A possible explanation might be found in the development of the library in this community. It has had the most active friends group in the region which was responsible for a successful fund raising and building campaign in recent years. This group has continued to be active users of the library. Another possibility is the use of the library by residents of the area north of Pittsboro who may work in the Chapel Hill area. Also, since Pittsboro is the county seat many public agencies are located in Pittsboro and make frequent use of the library's meeting room for interagency councils, etc. It should be noted that Pittsboro has the most actively used meeting room of any branch in the region.

Another point which should be made about the occupational breakdown of the Chatham County library users is that county-wide population figures found in the section on Demographic Characteristics show that skilled workers and individuals in labor and service make up over 70% of the adult population, but those same individuals make up less than 15% of the total library registration in Chatham County.

Locating the sample of library registrants on maps of both Chatham and Alamance Counties reaffirmed the belief on the part of the library staff that there was little or no overlap in the use of the Central N.C. Regional Library branches between the 2 counties.

Map 8 shows for each township in Chatham County the percentage of the total county population in comparison to the percentage of total branch

TABLE 34

Chatham County User Characteristics: Based on Circulation File

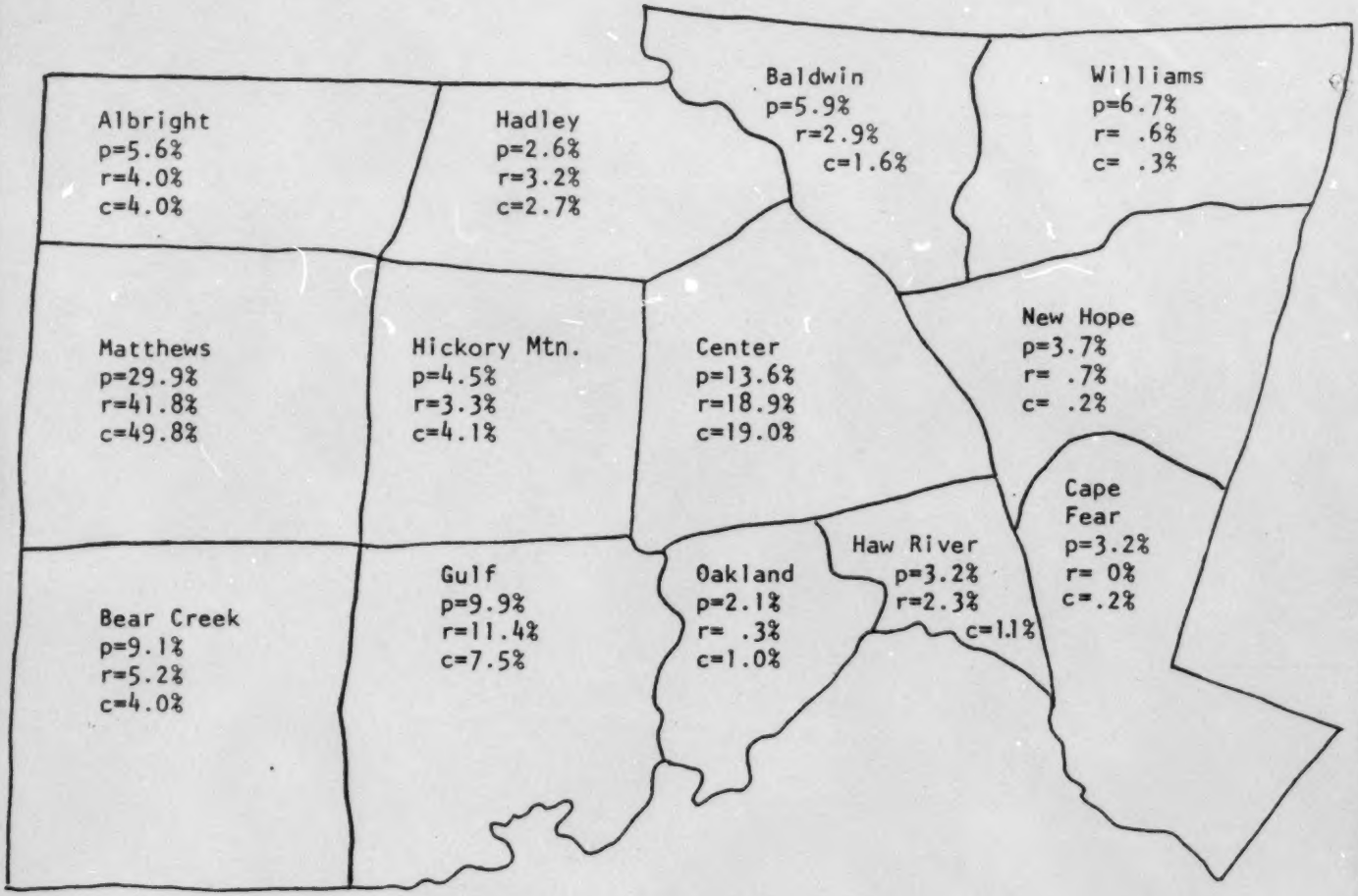
(Sample taken in March 1977)

	Pittsboro Memorial Library	Goldston Public Library	Wren Memorial Library
Age Breakdown % of Total Circulation Adult	78.3%	59.7%	75.4%
% of Total Circulation Juvenile	21.7%	40.3%	24.5%
Occupational Breakdown (over 12) % of Total Circulation			
Managerial and Professional	18.3%	4.9%	17.5%
Sales and Clerical	4.6%	9.7%	7.8%
Skilled Workers	8.6%	3.2%	8.9%
Labor and Service	2.3%	4.8%	2.2%
Retired	2.3%	3.2%	3.8%
Students	13.7%	8.1%	17.4%
Housewives	22.8%	24.2%	17.8%
Unspecified	5.7%	1.6%	
Juvenile plus Students	35.4%	48.4%	41.9%

TABLE 35

Chatham County User Characteristics: Based on Registration File

	Pittsboro Memorial Library	Goldston Public Library	Wren Memorial Library
% of Total County Branch Registration	31.3%	10.2%	58.5%
Age Breakdown			
Total Adult Registration	75.2%	60.8%	72.1%
Total Juvenile Registration	24.8%	39.2%	27.9%
Occupational Breakdown (over 12) % of Total Branch Registration			
Professional and Managerial	16.6%	6.6%	10.5%
Sales and Clerical	7.3%	4.0%	6.9%
Skilled Workers	6.1%	3.6%	9.0%
Labor and Service	5.0%	5.2%	3.2%
Retired	3.2%	1.4%	2.8%
Students	15.0%	18.7%	21.4%
Housewives	11.1%	16.6%	13.1%
Unspecified	10.9%	4.7%	5.2%
Juveniles plus Students Over 12	39.8%	57.9%	49.3%



MAP 8

Geographical Distribution of Library Users: Chatham County

p = % of county population
r = % of total branch library registration in Chatham Co.
c = % of total branch library circulation in Chatham Co.

library registration and in comparison to the percentage of circulation according to the one sample taken. As in Alamance County, if the average of the registration and circulation figure was less than 1% lower than the percentage of the county population residing in that township, that area was judged to be receiving adequate library service from the branch library facilities in Chatham County. Using this method the following townships appear to be receiving adequate service:

Matthews Township
Hickory Mountain Township
Hadley Township
Center Township
Gulf Township

Those appearing to be served inadequately include:

Albright Township
Bear Creek Township
Baldwin Township
Williams Township
New Hope Township
Cape Fear Township
Haw River Township
Oakland Township

In plotting the location of registered borrowers in Chatham County on a map to arrive at the above list, a pattern emerged. Each branch facility had a great concentration of users in the same township. This was evident in Alamance but not to the same degree. Hence, 3 out of the 5 townships in Chatham County receiving adequate service have branches within their boundaries. Hickory Mountain is located adjacent to all 3. Unlike Alamance County there seems to be no pattern of low level of service in areas with a high concentration of non-white residents.

The characteristics of the townships in which branch library use is proportionally lower than the population are not unlike the low use areas in Alamance but have several important differences. The following townships, which were judged to be receiving inadequate service from branch facilities, had median income levels below the county average:

New Hope
Bear Creek
Cape Fear
Haw River
Oakland
Williams

Albright had an income level approximately the same as the county median, as did Baldwin. Those same townships, excluding Williams, have adult educational levels below the county averages. Those same townships, excluding Albright, Oakland and Williams, have a higher percentage of families with no automobile transportation. Albright has approximately the same percentage of families with no automobiles as the county average.

The township so far not mentioned is Baldwin which has a higher than average income and educational level and a lower percentage of families with

no automobile than the county average. Williams, as mentioned above, is an exception in 2 of these 3 aspects. The proximity of both of these townships to Chapel Hill and Durham is an obvious factor. A greater and greater number of people who work in these towns are settling in northern Chatham County. It is unlikely that these individuals would make a special 10 mile trip to Pittsboro to the public library unless they have another reason for going in that direction. Orientation toward an out-of-county community may also be the case in Oakland Township where many residents work in the Sanford area. It should be noted that these residents contribute in county taxes toward the library financially and in fact must pay a fee to use the nearest public library in another county.

Of the 5 townships judged to be receiving at least minimally adequate service, Gulf, Matthews, Center, and Hadley have a higher income level than the county as a whole. Hickory Mountain Township has a lower income level. 3 out of 5 of these townships have a higher educational level than the county average. Gulf and Hickory Mountain Townships have a lower level of education among adults. Gulf and Hickory Mountain also have a higher percentage of families with no automobiles than the county average.

It would seem that Matthews, Center, and Hadley follow the results found in Alamance in terms of user characteristics. Gulf does not, but as in some areas of Alamance, the proximity of a library facility seems to significantly encourage residents who might not be "typical" library users. The only logical explanations for the level of library use in Hickory Mountain are that much of that township is oriented toward either Siler City or Pittsboro as community centers, and residents frequent those areas to a greater degree than other townships might because of the location of Highway 62 running directly through Hickory Mountain and connecting Matthews and Center Townships.

The most significant factor of all in analyzing the characteristics of the 5 townships that seem to be adequately serviced by the branch facilities of the Central N.C. Regional Library is the location of branches in Matthews, Center, and Gulf Townships. In summary, the most important factors influencing library use in Chatham County seem to be: 1) location of library; 2) availability of transportation; 3) education; and 4) income.

As mentioned earlier, the Central N.C. Regional Library has made no consistent regionwide effort to provide materials for that portion of the population who may not have highly developed reading skills or whose primary informational needs may surround life skills and the meeting of basic needs. Because of this, as in Alamance County, many residents may not find the public library a relevant institution, despite their need for information.

Another aspect of accessibility which we feel influences library use is the location of the library buildings within particular communities. A resident of Bear Creek Township who goes to Siler City to purchase food or to list taxes will have to make a separate stop to visit the library. The same is true in Pittsboro. Since both facilities are very adequate and relatively new, there is no solution to this problem at the moment. However, it should be taken into consideration in any improvement plans for the Goldston Library.

It is recommended that the Central N.C. Regional Library increase its commitment to service delivery throughout Chatham County. In order to meet

the need of the growing community of residents with the greatest potential for traditional library use, it is recommended that plans be made for the location of a small branch in northern Chatham County with construction to begin within 3 years. In order to effectively serve other areas of Chatham County, it is recommended that the current outreach efforts be increased. The cost effectiveness of a books-by-mail service to supplement or to replace bookmobile service should be investigated. Special emphasis should also be placed on the purchase of materials of appropriate format and subject matter of interest to residents currently not making use of the library.

BOOKMOBILE

Bookmobile service is the best established kind of outreach and delivery service in public libraries. The Central N.C. Regional Library currently operates one bookmobile throughout both Chatham and Alamance Counties. This vehicle makes monthly stops with two exceptions: weekly stops are made at Holly Hill Mall in Burlington and bi-weekly stops are made at Vocational Trades of Alamance, a sheltered workshop in Burlington. Ideally, an analysis of bookmobile users should reveal a pattern of service which would supplement branch library service. The substantial changes which have occurred in bookmobile service in the last 3 years have made it difficult to analyze the characteristics of bookmobile users as clearly as branch library users. Since library registrations have a life of 3 years, an analysis of the borrower's registration file revealed a significant number of registrations within Burlington dating from the time when one bookmobile made stops only within the city limits. Also during the summers of 1975 and 1976, one of the Alamance bookmobiles functioned as a "funmobile" which served only children. Neither group is singled out for service in the current schedule.

In May of 1977 there were 2 bookmobiles, 1 operating in each county, which had separate registration files and circulation files not unlike a branch library. In July 1977, a single vehicle took over both routes and combined their files. A number of stops in existence during the first file analyses were taken off the routes because of the inability of 1 vehicle to do the job of 2. Because of this, the location of the bookmobile users identified by the registration and circulation file analysis on a map would be meaningless to the reader. Occupation and age characteristics of bookmobile users as determined from the 1977 study will be included for the reader's information on Table 36.

TABLE 36

Bookmobile User Characteristics: Based on Registration File

	Alamance Bookmobile	Chatham Bookmobile
Approximate # of Registrations	3602	322
Age		
% of Adult Registration	35.9	73.6
% of Juvenile Registration	64.1	26.4
Occupation (over 12)		
Professional & Managerial	10.8	4.4
Sales & Clerical	2.0	6.2
Skilled Workers	.7	2.2
Labor & Service	12.2	3.1
Retired	1.3	1.5
Students	33.8	19.9
Housewives	22.3	36.3
Unspecified	16.9	

The most obvious point to be made about bookmobile users in Chatham County is that there aren't very many of them. There are more than 10 times as many in Alamance County. The low levels of bookmobile use by children is another startling factor in comparison to Alamance County. A look at these same categories of information as revealed in the circulation file analysis on Table 37 makes these points in an even stronger way.

TABLE 37

Bookmobile User Characteristics: Based on Circulation File

(Sample taken in March 1977)

	Alamance Bookmobile	Chatham Bookmobile
% of Unduplicated Registrations Represented	38.4	18.2
Age		
% Adult	69.9	91.4
% Juvenile	30.1	8.6
Occupations (over 12)		
Professional & Managerial	6.0	1.7
Sales & Clerical	3.0	1.7
Skilled Workers	1.2	0
Labor & Services	10.2	8.6
Retirees	3.0	5.2
Students	3.1	5.2
Housewives	28.3	70.0
Unspecified	15.1	

As mentioned earlier the large number of juvenile registrations in the Alamance County bookmobile were due to its conversion into a "Funmobile" (that served only children) in the summer months. The people using the Alamance bookmobile service 9 months a year (Sept.- May) are more likely to be adults. In Chatham County it would seem that the bookmobile actually is serving an even narrower group than is indicated by the total registration. In fact, as of March 1977, the great majority of bookmobile users were housewives. Another such study should be undertaken to verify the information presented above. If the patterns discovered in 1977 have persisted, and the staff suggests that this is the case, it is recommended that a new plan of service be designed for bookmobile service, particularly in Chatham County. It is clearly important, given the limited resources of the library, that a service as expensive as the bookmobile should be used to serve citizens who encounter the greatest barriers to using the traditional library facilities. It was mentioned earlier that housewives are the group which makes the heaviest use of the branches during traditional open hours (9-5). Table 37 shows that this same group, which has fewer barriers to using branches than other age and occupational groups, is also the most active users of bookmobile service. The percentage of use by housewives on the Chatham bookmobile is extremely high, but the hours of the bookmobile schedule may be a determining factor in creating this situation.

In Alamance County the characteristics of bookmobile users is not unlike that seen in the branch facilities. Though the use of the bookmobile in Alamance County is not as exclusively by housewives as it is in Chatham County, it is still not serving a group of people representative of the total community.

A summary of current bookmobile stops by townships and tracts for both counties is listed below.

TABLE 38

Location of Bookmobile Stops: Chatham County (January 1978)

Township	# of Stops
Albright*	1
Matthews	2
Bear Creek*	8
Hadley	2
Hickory Mountain	0
Gulf	4
Baldwin*	3
Center	0
Oakland*	1
Haw River*	2
Williams*	1
New Hope*	4
Cape Fear*	2
	30

Townships judged to be receiving inadequate service from branch libraries are denoted with an asterisk (*).

22 out of 30, or 73%, of the current bookmobile stops are located in townships not receiving adequate service from library branches. The loss of the additional vehicles in July 1977 has had the greatest effect on library service in Chatham. Prior to that time Chatham County had a total of 59 bookmobile stops. 40% of these were dropped with the loss of the second bookmobile. About 8.5% of these original stops were picked up by the library service to the homebound. It is important in examining the status of bookmobile service in Chatham to keep in mind the low number of people actually using the service. The total estimated registration for bookmobile service in Chatham County is under 400.

In Alamance County, the bookmobile currently makes 39 different stops. Only 5 stops have been discontinued since July 1977.

TABLE 39

Location of Bookmobile Stops: Alamance County (January 1978)

Tracts	# of Stops
201	0
202	0
203	0
204*	0
205*	4
206	0
207	1
208	1
209	0
210	0
211	1
212	3
213	5
214*	2
215*	6
216*	2
217*	0
218*	7
219*	6
220*	2
	40

Townships judged to be receiving inadequate service from branch libraries are denoted with an asterisk (*).

29 out of 40 (or 72.5%) of the existing bookmobile stops in Alamance County are located in census tracts not receiving adequate service from branches.

Recommendations for bookmobile services can be found on page 126 in the section on Services to Special Groups: Outreach.

OUTREACH SERVICES

Another group of library users who do not receive services by visits to branch libraries are those individuals who are served by one of the 3 outreach programs which are operated by the Central N.C. Regional Library. All 3 of these outreach programs offer some type of service delivery to groups or individuals who would otherwise be unable to use the library or would experience significant barriers in any effort to do so. It is important to note that there are many other significant barriers in addition to distance from a branch which influence an individual's ability to use the library, such as a physical handicap or the dependence on a working adult for transportation, as in the case of a child or teenager.

Since each service was designed to reach specifically identified groups and since all 3 projects have been ongoing for a number of years, the characteristics of special services users are really defined and limited by the services themselves. Brief descriptions of these groups are listed below:

1. Homebound Services - users include any homebound individual regardless of age, any elderly or handicapped person, and any person with a visual impairment.
2. Children's Services - users include preschool children at day care centers and nurseries throughout both counties, school-age children involved in after school care programs, and school age or preschool children in housing areas.
3. Young Adult Services - users include teenagers between the ages of 12 and 20 who are either geographically, economically, or educationally disadvantaged.

The 1970 census lists Alamance County as having 9.4% of its population over 65 years of age. In Chatham County, persons 65 and older make up 7.9% of the county population. The analysis of the branch registration files showed that anywhere from .6% to 2% of the registered borrowers at the Alamance branches are over 65. In Chatham County from 1.4% to 3.2% of the registered borrowers in the Chatham branches are over 65. The services to homebound, which serves primarily elderly people, makes a significant attempt to offer improved library services to this age group. Recent and steady increases in the number of women entering the work force has resulted in an increasing number of day care facilities, resulting in the number of preschool children who have no access to library services during 9 to 5 hours on weekdays. The general transportation situation in both counties, coupled with the increase in the number of families with both parents working, has a great effect on the ability of teenagers in both counties to use library services. All outreach services are designed to serve groups that had been informally identified as not being adequately served by the branch facilities, even though the distance to a branch facility may not be great.

TABLE 40

Outreach Services: Location of Users

Tract	Alamance County % of County Users	Township	Chatham County % of County Users
201#	10.0	Albright*	8.3
202*	5.0	Matthews#	15.7
203#	14.3	Bear Creek*	1.2
204*	8.5	Hadley	6.0
205*	1.5	Hickory Mtn.	.7
206	2.8	Gulf#	21.8
207	5.2	Baldwin	11.3
208	5.4	Center#	24.5
209#	1.6	Oakland*	.3
210	2.2	Haw River*	7.7
211	13.9	William*	.3
212#	18.7	New Hope*	1.8
213	0	Cape Fear*	.4
214*	.1		
215*	2.6		
216*	1.3		
217*	3.9		
218*	.3		
219*	1.1		
220*	1.3		
Outside Co.	.3		

Library Locations

* Tract or township designated as inadequately served

Table 40 shows the distribution of outreach services use throughout both counties. The 3 townships in Chatham County which serve the largest number of people through special services also have libraries located within their boundaries. It must be noted that those townships also have the largest populations of any township in the county. It would stand to reason that they would have a proportionately larger number of people in need of special services as opposed to traditional library services. In Alamance County this correlation does not seem to exist. 3 out of the 4 tracts that have libraries located within their boundaries also have 3 of the 4 highest percentages of special services users. However, these tracts do not have a similar ranking in terms of county population. A possible explanation may be simply the makeup of communities. For instance, there is heavy use of children's services and young adult services in Tract 203 and almost no use of homebound services. This is a newly developed area for middle to lower-middle income families. Tract 201 is an older neighborhood with several well established large churches which house day care centers. In Tract 201 homebound services and children's services are well used, but young adult services has no users.

It is recommended that equal special services be offered, as staff time permits, to those areas of both counties which are receiving inadequate

library service. It is strongly suggested that a first priority in this effort should be the identification of individuals in need of special library services in Tract 213 which is currently receiving no special services at all. This is a tract with a great majority of non-white residents and one with a very low income level. It is further suggested that a special publicity program on community contacts be designed and implemented to insure public awareness of library outreach services in these areas.

Because of the lack of service to children by the bookmobile and by some branches in Chatham and because in all branches juveniles and students have shown themselves to be in need of library services, it is recommended that outreach services to children be expanded to serve more school age children currently without transportation to a branch library.

Public Library Services

Until a library opens its doors to serve the public, it is merely a warehouse for storing books. Therefore, to understand the current status of the library as a community service agency, it is necessary to identify, describe, and analyze the various services which it provides. Services are defined as those activities conducted by the library staff which result in a direct or indirect advantage to the user in pursuit of information and resources. For example, a direct service would be the answering of a reference or information question, while an indirect service would be the actual ordering of a book or film to fill a particular request. The services which will be discussed and analyzed in this chapter include the library hours of service, borrowing services, reference and information services, programming, and services to special groups.

HOURS OF SERVICE

In Table 41 there is a listing of the hours of operation of all the libraries of the Central N.C. Regional Library. Included on this list are the total hours open per week of each library. The May Memorial Library which serves as the headquarters of the region is open 70 hours per week. Since this is the headquarters library and serves the entire population of the 2 counties, it should meet the maximum standards for public library service in North Carolina. These standards say that the headquarters library serving a population of over 25,000 persons should be open at least 66 hours per week. It further states that any library serving a population of 10,000 to 25,000 should be open at least 45 hours per week. The Cum Park, Graham, Mebane, Wren, and Pittsboro Libraries all fall into this category. Only the Graham and Wren Libraries meet the minimum standards while the Cum Park, Mebane, and Pittsboro Libraries fall from 2 to 10 hours short of these standards. Finally, the standards state that the smallest library should be open at least 30 hours per week. The Goldston Public Library which is open only 21 hours per week is 9 hours short of standards.

In order to get a better idea of how the existing hours relate to the potential users of the library, regardless of whether the quantity of these hours is enough or not, we have analyzed the percentage of hours that fall between 9 a.m. and 5 p.m. on Monday through Friday. It should be noted that if a library is open only from 9 a.m. until 5 p.m. Monday through Friday, it automatically excludes a large proportion of the public, most notably those who work and those who go to school. Therefore, it would seem that it would be advantageous if a large percentage of a library's hours were at night and on weekends. Our analysis has shown that 75% of the total library hours open in Alamance County fall between 9 a.m. and 5 p.m. while only 25% are at night and weekends. Our analysis of the library hours in Chatham County shows that 78% of the total library hours fall between 9 and 5. Obviously, the library hours open in both counties are not really conducive to bringing in those persons who are involved in the work force or in school.

An attempt should be made to bring all of the libraries of the Central N.C. Regional Library up to the minimum hours open as established by the North Carolina standards as well as to establish some hours at night and on the weekend which would be more conducive to the traditional non-user or those persons who work or go to school during the day. It is recommended that the following changes be made in branch library hours:

1. The Mebane Public Library should be open on Mondays and at least one night a week.
2. The Cum Park Library should also be open at least 1 night per week.
3. The Goldston Public Library should be open on Saturday and consideration should be given to opening 1 evening a week.

TABLE 41

Library Hours of Operation

(January 1978)

			Total Hours Open per week
May Memorial:	Mon.-Thurs.:	9:00 a.m.-9:00 p.m.	
	Fri. & Sat.:	9:00 a.m.-6:00 p.m.	
	Sun. (Sept.-May):	2:00 p.m.-6:00 p.m.	70
Cum Park Public:	Mon. - Sat.:	10:00 a.m.-1:00 p.m. & 2:00 p.m.-6:00 p.m.	42
Graham Public:	Mon.	10:00 a.m.-9:00 p.m.	
	Tues.-Thurs.:	10:00 a.m.-6:00 p.m.	
	Fri. & Sat.:	10:00 a.m.-1:00 p.m. & 2:00 p.m.-6:00 p.m.	49
Mebane Public:	Mon.:	CLOSED	
	Tues.-Sat.:	10:00 a.m.-1:00 p.m. & 2:00 p.m.-6:00 p.m.	35
Wren Memorial:	Mon. & Tues.:	10:00 a.m.-9:00 p.m.	
	Wed.-Fri.:	10:00 a.m.-6:00 p.m.	
	Sat.:	10:00 a.m.-1:00 p.m. & 2:00 p.m.-6:00 p.m.	53
Pittsboro Memorial:	Mon.,Fri.& Sat.:	10:00 a.m.-1:00 p.m. & 2:00 p.m.-6:00 p.m.	
	Tues. & Thurs.:	10:00 a.m.-9:00 p.m.	
	Wed.	CLOSED	43
Goldston Public:	Tues.,Wed., Fri.:	10:00 a.m.-1:00 p.m. & 2:00 p.m.-6:00 p.m.	21

BORROWING SERVICES

Policies

The primary service of any public library remains that of loaning books and other materials. All books, periodicals (in the branches), records, pamphlets, art prints, posters, etc. are checked out for 4 weeks with the due date always being stamped for a Monday. It is understood that the book may be returned any time during that week until the following Monday without an overdue penalty. A notice is sent during the first week overdue for which 25¢ is charged. (The charge is made per notice sent and not per book overdue.) If still not returned by the third week overdue, a phone call is made or another postcard is sent for which an additional 25¢ is charged. The maximum fine for any item returned is 50¢. If the books are never returned, the patron is charged for the original cost of the item. Overly delinquent patrons are denied all services at any library until items borrowed are returned or paid for and all fines are paid.

All equipment and films are checked out for 1 week or for a shorter period of time in negotiation with the patron. A fine of $1.50 per day is charged per item until it is returned. A concerted effort is made to get these items back from the first day overdue until they are returned. New books, records, and any other item in great demand are checked out for a loan period at the discretion of the librarian. A concerted effort is made to get these books back from the first day overdue until they are returned. Fines are 25¢ per notice up to a maximum of 50¢.

Those paperbacks designated as honor books are circulated indefinitely with no due date. No effort is made to secure their return and no fines are charged. Patrons are urged to return at least as many paperbacks as they take out. The librarian has the right to limit the maximum number of items checked out by one patron.

These policies have been in operation for only 1 year, but the response from the patrons has been dramatically positive. They are very pleased that a large and intimidating fine is not charged, and they are pleased that the fine does not accumulate indefinitely. Renewals are allowed for an indefinite number of times as long as there are no requests for the item. Requests are taken at all circulation points by simply having the patrons fill out a card requesting that a particular title be held for them when it is returned. There is no charge for this service.

Only the May Memorial Library does not circulate periodicals. This policy was established last year after it was discovered that a large number of the back issues of periodicals had been lost in circulation. However, the branches still circulate all periodicals, even the current issue. The non-book items circulated at most libraries are pamphlets and maps, recordings, art prints and posters, toys and games, patterns, 8mm films, 16mm films, slide projectors, screens, 8mm projectors, and 16mm projectors. There is no charge or rental fee for the circulation of any of the above items.

Registration

The registration of a patron is a very simple matter requiring only that the patron show identification verifying his address. There is no age limitation, however children under 12 must have a parent sign their application. A card is issued at the time of registration and the patron is allowed to check out books at that time. This card can be used at any library in Alamance and Chatham Counties, and a reciprocal borrowing agreement makes it usable in any library in Region G. The policies of the library are explained to the patron, and it is noted that the library checks out all kinds of books, including honor paperbacks, and a large selection of non-book materials.

Requests and Reserves

North Carolina Standards state that 6 weeks should be the maximum waiting time for reserved materials. There is no limit on how long a patron may have to wait to receive requested materials. This has been identified by staff members as a significant problem in providing borrowing services. Patrons frequently have to wait for many months for high demand items. Factors which contribute to this situation include:

1. Inadequate materials collections for the population served.
2. Inability to purchase needed duplicate copies of materials for which there is a high level of demand.
3. Time lag in locating requested materials caused by the lack of a card catalog in each branch.
4. Lack of a regular delivery system between library facilities.

Recommendations have been made elsewhere in this report which address all these difficulties. If the library is unable in the near future to improve any of these conditions it is recommended that a shorter loan period be considered. However, this would be a regrettable necessity since the problem of access to library facilities, as outlined earlier, would discourage users who found it difficult to make frequent "special trips" to borrow or return materials. It is recommended that library users be surveyed to determine which would be the lesser evil, unlimited wait or shorter loan period, before any action is taken.

Interlibrary Loans

The growing number of interlibrary loan requests of materials not owned by the Central N.C. Regional Library is another reflection of the inadequacy of the library's book collection. It is also a reflection of the increasing need for specialized informational materials in our community.

TABLE 42

Interlibrary Loan Requests

Year	# Borrowed
July '76 - Dec. '76	178
July '77 - Dec. '77	343

The figures in Table 42 represent similar six-month periods. The reader will note that requests for materials from other libraries almost doubled from one year to the next.

Circulation Growth

The most concrete measure of a library's effectiveness is the number of books it circulates and the number of people it serves. While the number of registrations show the number of people who have library cards, the materials circulation shows actual use and demand for services as do the statistics on reference and information services which will be discussed later. Chart 7 gives an overall picture of all materials circulation and all persons served from 1974 through 1978 by all branches and services of the Central N.C. Regional Library.

It is interesting to compare the decline in circulation in 1977 with the extreme reduction in the total percentage of the budget spent on books and materials in 1976 (see page 56). The figures on Chart 7 represent the continuous growth of circulation and usage of all library services, branch and outreach. Charts 8 & 9 show the trends in the use of borrowing services at each branch facility.

The most heavily used library in the regional system is the headquarters library, May Memorial. The most heavily used branch in Chatham County is the Wren Memorial Library. The above analysis of circulation over a period of time points out several important trends. First, the rate of growth in circulation at the May Memorial Library is relatively stable compared to the rate of growth in circulation at the other Alamance branches. The extreme rise in circulation at the Mebane Public Library makes it the fastest-growing branch in the region. The Cum Park Library has the second highest rate of growth. The Graham Public Library has experienced increased growth in the last year or so but showed little growth in the previous several years.

In Chatham County there has been consistent annual growth, but the rate of growth is somewhat lower than found in Alamance County. This would be expected because of the differences between the 2 counties. The Wren Memorial and Pittsboro Memorial Libraries seem currently to have about the same rate of growth while the Goldston Library is experiencing about a 20% increase in circulation from last year. The low level of use of this facility seems inevitable given its general inadequacies and limited hours.

Generally, the increase of circulation at the branch libraries has been consistent while there has been almost no increase in circulation at the May Memorial Library. Approximately the same trends are found in the use of information and reference services, attendance at library programs, and in the total number of library users. There is also a much higher rate of growth at the Mebane and Cum Park Libraries than in all other branches. A commitment to meeting these increased demands for borrowing services in the branches should be an important part of the library's plan of service.

CHART 7

Growth of Library Use, 1974-78

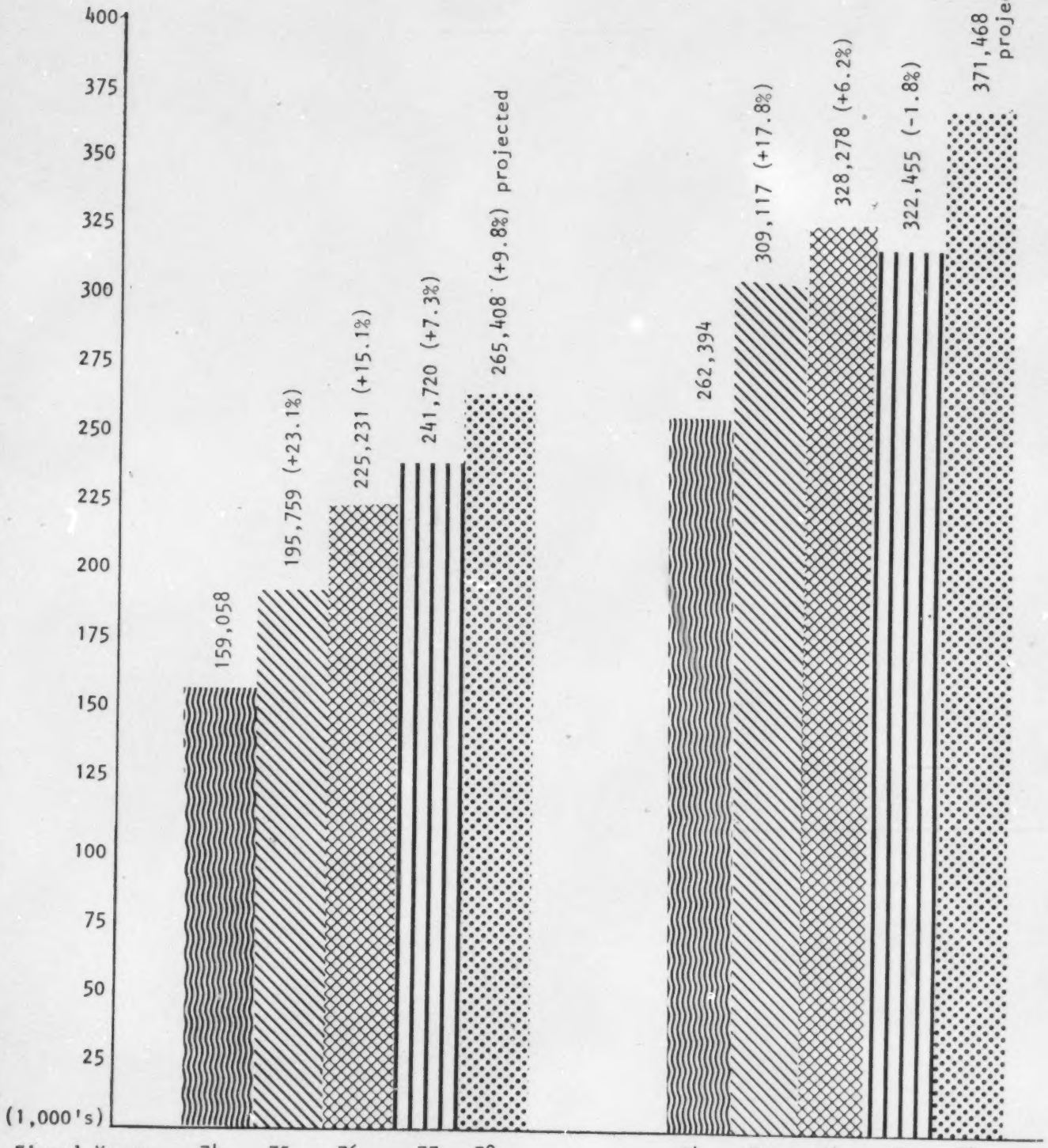
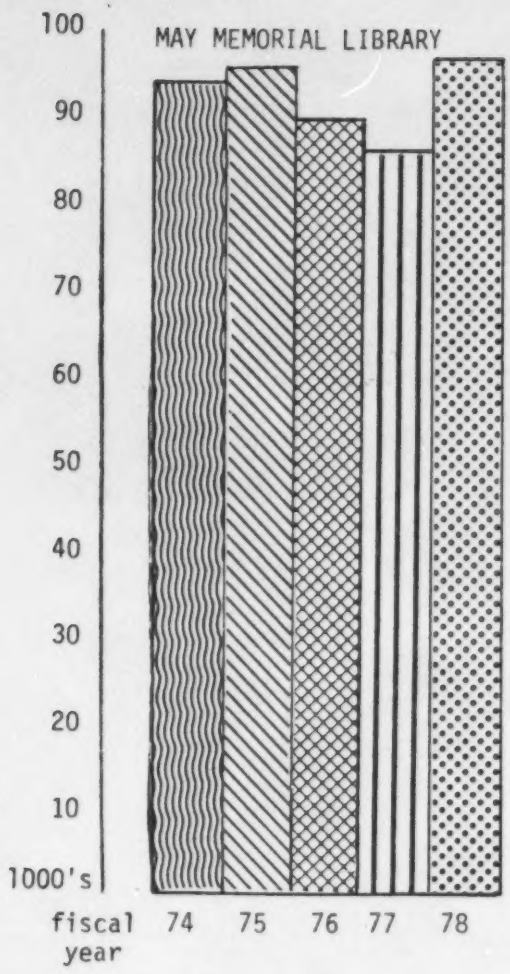
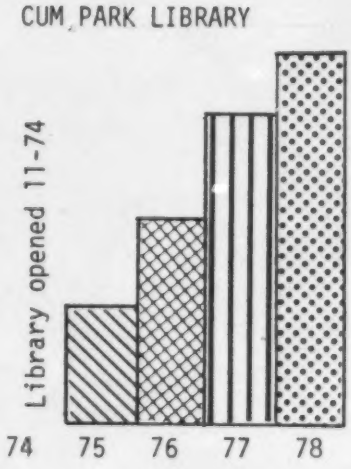
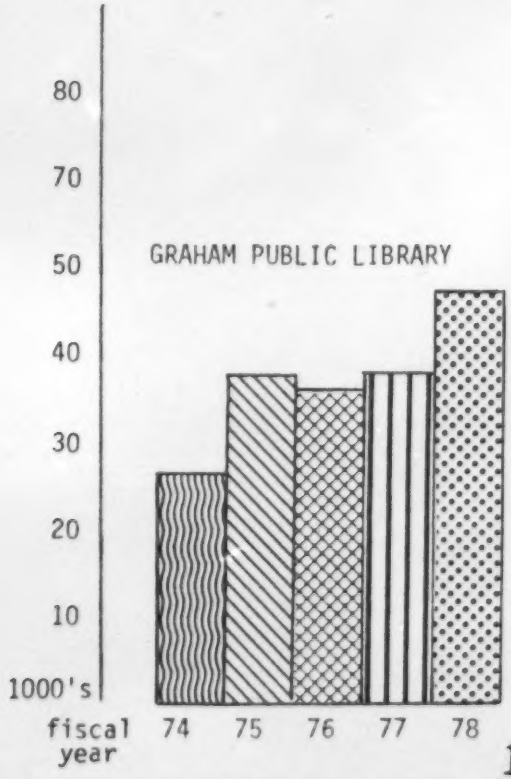


CHART 8

Growth of Circulation: Alamance County Libraries (1974-78)







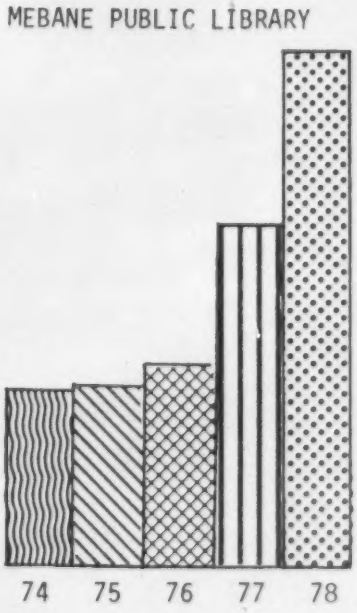
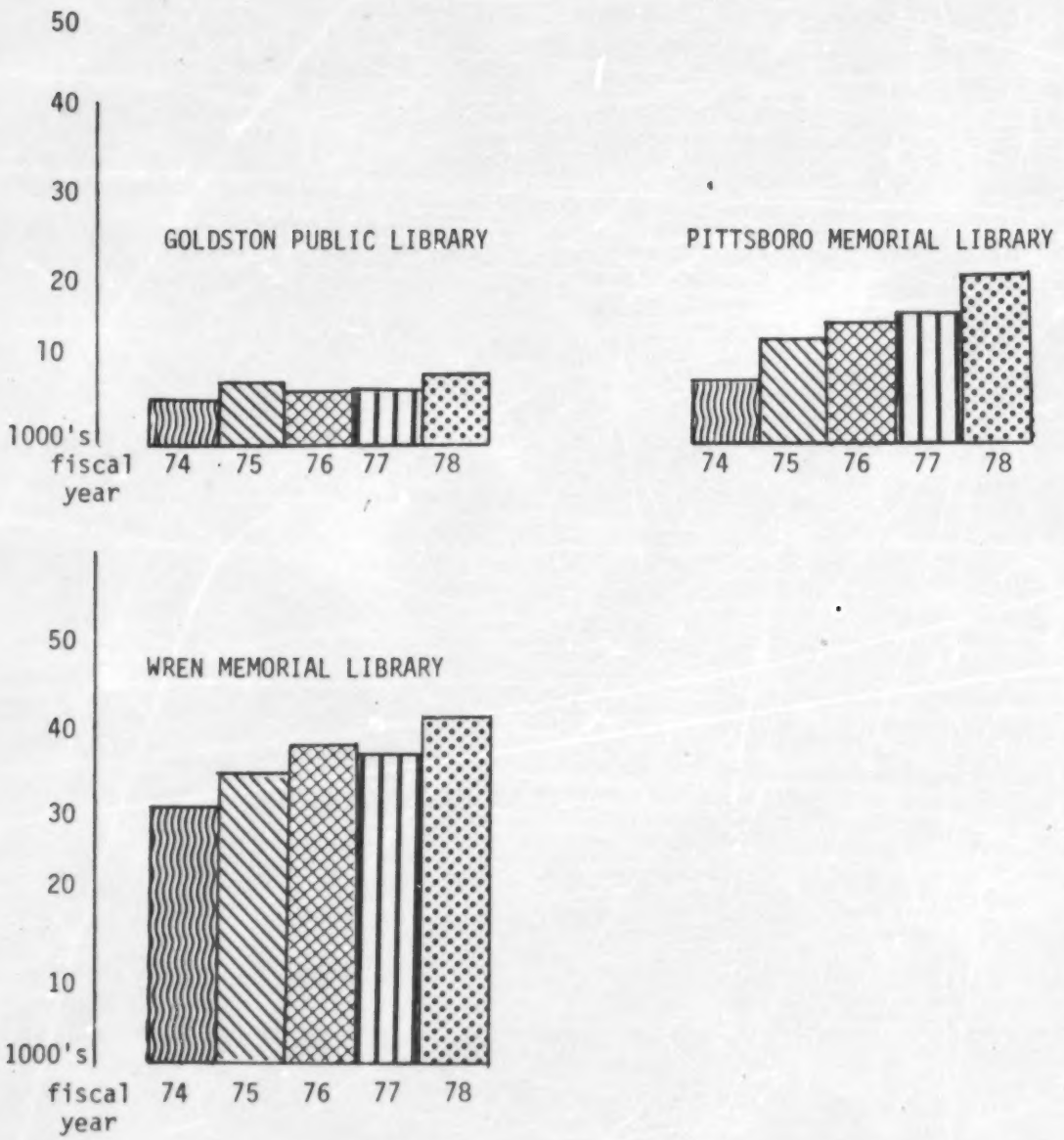


CHART 9

Growth of Circulation: Chatham County Libraries (1974-78)



REFERENCE AND INFORMATION SERVICES

Increasingly, a simple count of book circulation does not give an accurate or complete view of the level of service a community receives from a particular library. Adequate reference and information services are essential as part of an effective public library program. Reference and information services encompass all the information giving and research aspects of library service and cover all activities other than the actual circulation of materials and programming.

In the materials chapter it was noted that the reference collection was more up-to-date than the circulating collection. Having recent and accurate materials is required for supporting a good reference and information service. The other resources available to the reference department such as periodicals, circulating collection, and community information are inadequate and a handicap to providing satisfactory reference and information service.

Library users may receive information and reference assistance at any library in the region. If branch collections do not provide the needed information, the branch personnel call the headquarters library, May Memorial, for assistance. Headquarters staff do approximately half of all the reference and information work done in the entire region. All calls to the State Library In-Watts reference department go through the May Memorial reference department. The State Library will answer questions on this toll-free line that cannot be taken care of through the resources of the regional library. Interlibrary loans, the borrowing of books from other libraries in the state for local patrons, follow the same pattern. Requests are forwarded to the headquarters reference department. The reference staff contacts the State Library. The needed volume is located in the N.C. Union Catalog located in Raleigh which lists all non-fiction titles owned by public libraries, colleges, technical institutes, and community colleges. Once the book is located and borrowed, it is forwarded to the Central N.C. Regional Library and then to the branches.

All reference and information services in the branches are done by the branch librarians and library assistants in addition to their other duties. The extension librarians for each county are responsible for maintaining the reference collections in the branches. The headquarters reference department was, until January 1978, comprised of 3 librarians whose duties were primarily reference and information service but who, because of staff limitations, also worked on circulation. One position is currently concentrated in the business and technical collection. The head reference librarian resigned in January 1978. This position will not be filled during the remainder of this fiscal year because of budget limitations. In addition to patron services, in-person and telephone, the reference department was regularly involved in the following duties:

1. Maintaining an up-to-date pamphlet file;
2. Maintaining indexes of subject areas which correspond to the library book collection;
3. Updating community information for state agencies. (This was begun in 1977.)
4. Selecting reference materials for purchase.

In the past, questions relating to community resources, contact people, and services were frequently referred to outreach staff who were often more familiar with other agencies or to the community information (previously called community relations) librarian. With the increasing demand for information on local services or resources, the library became involved in several limited efforts to meet this need. The first was a directory of resources for older adults in Chatham County published cooperatively in January 1977 with the Chatham County Council on Aging. Project ACEE, the outreach service to teenagers, compiled and published a services and resource directory aimed at teens in 1977. Also in 1977, as a beginning step in offering more accurate community information, the library began to receive on microfiche the employment security job listings which are currently available at one location in both counties. At the same time the library also obtained a complete list of human service agencies throughout the whole state including Chatham and Alamance Counties from CARE-LINE, the N.C. Department of Human Resources toll-free information and referral service. In return (also for the benefit of the community) the library agreed to update the information on Alamance and Chatham County agencies twice yearly for CARE-LINE. The branch staff and the reference staff all participate in updating this information along with the community information librarian.

It is clear from this general outline of reference and information services that the headquarters library has to be designated within the system either informally or formally as the "information center" of the regional system. The philosophy has been over the years that the branch libraries should maintain recreational circulating collections with less emphasis on reference and informational materials and that patrons in need of those materials should be referred to the headquarters library. The Wren Memorial Library has functioned as a reference center in Chatham County. Admittedly, with an extremely limited materials budget, it was not possible to maintain adequate reference collections in the branches. Table 43 shows the demand for reference and information services throughout the region for the last full year. This table reflects only questions or demands for information, not interlibrary loans or circulation of materials.

TABLE 43

Reference & Information Services (1976-77)

Library	Information Service		Total	% of Total Ref. Ser.
	In-person	Telephone		
May Memorial Library	20,439	14,505	34,944	50.9%
Cum Park Library	3,575	1,602	5,177	7.5%
Mebane Public Library	3,608	2,298	5,906	8.6%
Graham Public Library	4,415	2,587	7,002	10.2%
Goldston Public Library	1,288	338	1,626	2.4%
Pittsboro Memorial Library	2,229	917	3,146	4.6%
Wren Memorial Library	8,186	2,711	10,897	15.8%
Total	43,740	24,958	68,698	100.0%

The statistics as shown in Table 43 certainly reinforce the idea that an overwhelmingly large percentage of the informational services are done at May Memorial Library. May Memorial provides about 41% of its information services over the telephone. In Chatham County the percentage of total reference work done on the phone ranges from 20% to 29% due to the fact that there is no county-wide telephone exchange.

However, there does seem to be a changing pattern in the demand for reference and information services throughout the regional library in the past several years. Table 44 shows a comparison of reference and information questions asked in all the libraries over 2 six-month periods one year apart.

TABLE 44

Growth of Reference & Information Services

Library	Reference Questions Answered			
	July-Dec. 1976	% of Total	July-Dec. 1977	% of Total
May Memorial Library	16,850	54.2%	14,776	43.2%
Cum Park Library	1,889	6.1%	3,896	11.4%
Mebane Public Library	2,752	8.9%	3,717	10.9%
Graham Public Library	1,935	6.2%	3,858	11.3%
Goldston Public Library	691	2.2%	911	2.7%
Pittsboro Memorial Library	1,384	4.5%	1,533	4.5%
Wren Memorial Library	5,571	17.9%	5,473	16.0%
Total	31,072	100.0%	34,164	100.0%

Note that the total 1977 figure of 34,164 reflects approximately a 10% increase in information services rendered over the previous 6 months. The Chatham County branches experienced an increase of about 3%. May Memorial experienced a decrease of about 14%. The Alamance branches, however, experienced an increase of about 74% in reference and information services rendered during the period examined above. The May Memorial Library still offered the largest percentage in reference and information services, but it is evident the residents of Alamance County are finding it increasingly more convenient to receive these services at the branch library facilities other than at May Memorial Library. One possible reason for this may be the improvement in the branch reference collections during the last several years. It may also be possible that the headquarters library has simply reached its peak of service after several years of tremendous increase.

The shift in demand for services was noted in circulation and in the number of persons served as well. It is recommended that increased reference and information services be available to the public through their branch libraries. This may be accomplished by an effort to increase the quality of the reference collections, by the maintenance of community information files, by a policy of periodic in-service training for branch library personnel to increase coordination of reference and information services, and by increased personnel. It is also felt that the above efforts would not accomplish their goal without a substantial and concentrated reference and information collection at the headquarters library to act as a support for branch services. The permanent loss of a professional coordinating position in this department would be a severe deterrent to maintaining even the present level of service offered.

It is recommended that this position be maintained as high priority and that additional personnel be added with the responsibility of creating and maintaining community information files and of offering community information services to individuals and increasingly to groups and agencies.

In the early 1960's the May Memorial annex was purchased with the intent of housing a business and technical collection. A number of volumes were purchased and set aside, but as years passed the library did not have the funds or personnel to maintain this type of service. In the summer of 1976 with funds from the Friends of the Library of Alamance County, the third floor of the May Memorial Library was converted into a Business and Technical collection. Most of the initial collection was purchased with these funds and is currently maintained with the regular budget. A detailed description of this service is included in the section on Services to Special Groups. The library now has a librarian who works part-time with this collection. Because the high cost of maintaining this service is currently under evaluation, it is recommended that this service be analyzed in terms of its users and level of use so that it can be judged in terms of community needs as well as cost effectiveness. It should be seen as an effort to respond to a portion of the community who are often non-library users such as small businessmen, tradesmen, skilled workers, and investors.

PROGRAMMING

Another public service provided by the Central N.C. Regional Library is programming, both in the libraries and as part of outreach services. Programming includes the planning, scheduling, and carrying out of special events, lectures, and discussion programs for a number of purposes:

1. Introducing non-users to library services;
2. Providing information to the public which might not be available in any written form;
3. Encouraging reading, life-long learning, and library use in children and teenagers as well as adults;
4. Responding to particular community interests and needs;
5. Providing access to non-book materials through programs;
6. Providing information in a manner accessible to non-readers.

The degree of programming in the Central N.C. Regional Library varies from branch to branch and has in the past been dependent upon the facilities as well as the interests of the staff. There was little emphasis on in-library programming with the exception of children's summer reading clubs and story hours prior to 1974 when the community relations position was created. With the creation of this position, the library had a coordinated publicity effort to support programming. Since that time the library has become increasingly committed to programming as a way to make itself responsive to community needs and to serve a more representative portion of the community.

Table 45 shows an overview of programming efforts for all libraries and outreach services for the 6-month period from July 1977 to December 1977. The percent of change columns represent the percentage of change for the 1977 figures from the same 6-month period in 1976.

The figures on Table 45 reveal that the library is presently reaching more people with fewer programs. With an overall decrease of 8.4% in number of programs, there was an overall increase in attendance of 12.8%. This is an indication of 3 things: 1) the staff has become increasingly skillful at programming; 2) publicity has been increasingly effective; and 3) the programs planned were of more interest to the public. Of particular note in the Alamance County figures are the large decreases in the number of programs at May Memorial (during the previous year the library still had a meeting room). With a relatively stable attendance this shows an effective use of staff time. Also, the tremendous success of programming at the Mebane Public Library should be pointed out. The Chatham branches have also seemed to have steady increases in the number of programs and a proportional increase in attendance.

Table 45 also points out clearly that the majority of programming in the regional library is done by the outreach or special services. Considering the purposes of outreach services and the outlined purposes of library programming, this is appropriate and a definite indication of the libraries' commitment to serving the total community. Several comments should be made about the outreach programming figures. The bookmobile figures reflect the loss of 1 of the 2 bookmobiles in operation during the same period in 1976. In particular, this caused a drastic limitation in the summer "funmobile" program aimed at children. Part of the decrease in the homebound services was caused by the

TABLE 45

Programming: July - December 1977

LIBRARIES & SERVICES	PROGRAMS & ACTIVITIES	% CHANGE*	ATTENDANCE AT PROGRAMS	% CHANGE*
May Memorial	58	-26.6%	1,431	- 4.7%
Cum Park	60	-13.0%	987	+42.0%
Graham	65	- 1.5%	1,435	+103.5%
Mebane	75	+53.1%	3,119	+200.5%
Total Alamance Branches	258	- 1.9%	6,972	+ 77.0%
Goldston	38	- 7.3%	496	+ 14.0%
Pittsboro	48	+14.3%	667	+ 24.4%
Wren	52	+10.6%	699	+ 12.6%
Total Chatham Branches	138	+ 6.2%	1,862	+ 17.0%
Total All Branches	396	+ 0.8%	8,834	+ 59.7%
Bookmobile	53	-53.1%	443	- 59.4%
Children's Services	246	+ 5.6%	6,132	+ 6.1%
Homebound Services	144	-16.3%	2.897	- 14.4%
Young Adult Services	162	-11.0%	2,084	- 9.5%
Total Outreach Services	605	-13.6%	11,556	- 7.9%
Total All Services	1001	- 8.4%	20,390	+ 12.8%

* % of change from figures of July - December 1976

change from twice a month visits to some meal sites and senior citizen clubs to once a month visits and the increase in the number of individuals served (some picked up from old bookmobile routes). The young adult outreach project began with a heavy emphasis on programming to establish a clientel. Once the project accomplished this, less programming was done and more emphasis was placed on materials circulation which correspondingly increased by 50%. Also, it should be pointed out that in 1976 Project ACEE had 2 full-time employees while for most of the period analyzed on Table 45 it had only 1 full-time employee.

Another important point to be made about programming is that at least 75% of all programming in libraries is aimed at children. Less than 25% is aimed at adults, and almost none is aimed at young adults or teenagers. It is recommended that included in any service policy statement be plans for periodic programming designed specifically to appeal to and to serve these adults who, as has been determined, are unlikely to use the library, or for individuals who are unable to make use of traditional library materials. Such programs should be designed to address community needs and concerns. Cooperation with other agencies in determining such needs and concerns is essential. It is further recommended that programming for young adults be substantially increased as a system-wide policy. With regard to outreach programming it is recommended that additional personnel be added to the outreach staff to enable the library to maintain extensive children's programming in the summer months.

SERVICES TO SPECIAL GROUPS: IN THE LIBRARY

In our analysis of community needs much discussion was given to the number of formal and informal groups and organizations in both Chatham and Alamance Counties. All individuals are part of some larger group in terms of interests, problems, situation, age, sex, education, etc. All the services so far discussed are general services that are available to all persons on a one-to-one basis. Other services are offered through branch libraries and library outreach services which are intended to reach a larger community by serving groups of people with common characteristics.

Voter Registration

All branches of the Central N.C. Regional Library (and occasionally services to the homebound) have registered voters since 1975. The last accurate total from the Boards of Elections of voters registered is for the year 1975-76. During that period a total of 1,193 voters were registered in both counties. The library registered 30.4% of all the voters registered in Alamance County during that year. 41% of all voters registered in Chatham County during that period were registered at the library. It is safe to assume that the library is continuing to register a large number of people. Individuals may register any time during any open hours. Previously residents could register only in 1 location in each county.

Business & Technical Services

The present business and technical collection is located on the third floor of the May Memorial Library in Burlington. The book collections, periodicals, investment services, and pamphlets have been selected to assist the businesses and industries of the library's service area. It is also used by individuals needing assistance with technical problems (car and machine repairs), financial and tax problems, and consumer information. The collection also includes telephone directories for major U.S. cities and annual reports of many major corporations and most N.C. corporations, as well as 35 different periodicals.

Prior to September 1977 the upkeep of this collection was the responsibility of the 1 professional reference librarian. At that time 2 full-time positions were added to the reference staff. One of these staff members has responsibility for collection development, patron assistance with regard to business and technical services, and spends approximately 25% of her time at the desk in the business and technical section. Currently business and technical services are well-developed and maintained.

Several times in the past there has been an attempt to create such a service at the library in Burlington. As mentioned before, these early attempts were not kept up and the small beginning collection rapidly became very dated. This current effort to establish a business and technical information was funded initially by the Friends of the Library of Alamance County. It was estimated that it would cost about $5,000 annually to maintain all the initially purchased publications and services. Since this full amount was not available because of the very limited materials budget, some of the

less-used and extremely expensive services were not renewed. The current librarian is surveying users to identify the most important periodicals, investment services, financial guides, etc. It is recommended that this survey continue and be used in annual selections. It is also recommended that separate statistics be kept for the use of the business and technical service to evaluate its use and effectiveness. Finally, it is recommended that increased publicity be done to promote the use of the business and technical service within the library system and with the public. It should be noted that patrons in Chatham County make little or no use of the service at this time.

Community Information Services

The library has long kept informal and incomplete records of community agencies, clubs, and groups. With the creation of a community relations position in 1974, the library began to have increasing contact with groups and organizations in the community. All 3 outreach projects also maintain close contact with community agencies and organizations to insure the effectiveness of their services and to avoid duplication of services. Through these informal working relationships, the Central N.C. Regional Library was requested to provide community resource information in the form of a directory on several occasions in the last few years. The young adult outreach project published a directory of personnel working to assist youth through public or private nonprofit agencies in 1976. The directory was published in cooperation with Group for Youth, an association of youth workers in Alamance County, and is primarily a professional tool designed to assist the service providers in referrals. This directory was updated in 1977, and a new edition will be published in 1978. Also in 1976 the Chatham County Council on Aging requested the library's assistance in compiling and publishing a community resource directory for senior citizens. This directory was published in early 1977 and is currently being updated. Project ACEE, the young adult outreach service, compiled information on services available in Alamance County for teens throughout 1976 and 1977. Talk of the Town, a guide to resources for teens, was published in late 1977; and 9,000 copies were distributed with the assistance of the public schools to all 9th through 12th graders in the county and city school systems. Other copies were made available to adults and professionals.

Through these projects and others, the Central N.C. Regional Library staff became increasingly aware of the demand for community information and the importance of making that information easily accessible to the public. Late in 1976 the position of Community Relations Librarian was changed to Community Information Librarian. This staff member assisted in all the above-mentioned publications and maintained contact with a number of community agencies. The intent of this position change was the creation of a more comprehensive community information bank in libraries in both counties. Shortly after this change was made, the library became involved in compiling this report. It was clear that a community analysis and library evaluation would provide an invaluable perspective from which to design all library services, especially a community information service. The community information librarian has spent the majority of the last year helping to compile this report while moving slowly into the creation of a community information center.

New efforts at providing additional community information has included updating all information on human service agencies in Chatham and Alamance Counties held by CARE-LINE, the N.C. Department of Human Resources Information and Referral Services. This involved contacting and visiting over 300 groups and agencies every 6 months. In return the library receives free of charge a listing of all human service agencies throughout the entire state. This information is on microfiche and is available (with a microfiche reader) at the May Memorial Library in Alamance County and the Pittsboro Memorial Library in Chatham County. With the purchase of the microfiche readers tne library was also able to make available to the public the current job listings compiled by the Employment Security Commission. These listings also come on microfiche and are updated several times a week. In an area which has experienced one of the highest unemployment rates in the state in recent years, this service is certainly a response to community needs. This is especially true in Chatham County where, until February 1978, there was no permanent office of the Employment Security Commission in the entire county.

In the process of compiling the data for this report and in updating the agency information for CARE-LINE, it became clear that no agency or organization in either county was able to take complete responsibility for offering comprehensive community information, though many offer special information services and many more seem to have an interest in seeing that such a service is made available.

It also became clear to the library staff that a good community information service could not be maintained without some additional resources. A letter of intent to apply for a federal Library Services and Construction Act grant for the purpose of creating a community information service was submitted in the fall of 1977. The library received a positive response to that proposal in the spring of 1978. Funding will become available for this service on July 1, 1978.

It is recommended that new library and information services be closely coordinated with existing special information services in order to maximize staff use, minimize duplication of efforts, and fill in existing gaps in information collection. One priority of service already requested by many agencies would be a comprehensive agency and resource directory which would be updated regularly. It is further recommended that the branch and outreach library staff be involved in periodic orientation or training sessions so that they are aware of community resources and can help the public in making use of those resources.

Children's Services

Special services to children are available in all branch facilities and is the oldest and most established type of service to a "special group" in public libraries. The Central N.C. Regional Library offers the following service to children within the library.

1. Special collection of books designated for very young children and school age children (both fiction and non-fiction) and a special collection of reference materials for use by children;
2. Special collections of non-book materials such as recordings, magazines, toys and games;

3. Special programming including regular "story times," summer reading clubs, and a great variety of other programming, both recreational and educational;
4. Tours and class visits;
5. Reference and study assistance.

The primary difficulty with services to children in the Central N.C. Regional Library has been the lack of a professionally trained children's librarian to be responsible for the coordination of children's services within the branches and headquarters library. The addition of this position would enable the libraries to offer a more consistent level of service and of programming at all the libraries and would facilitate cooperation between the school libraries and the public libraries in serving the juvenile population. This would seem essential particularly with the passage of the Community Schools Act in North Carolina. Ideally this will provide for increased public use of all school facilities, including the school libraries, and would provide an excellent opportunity for offering greater resources to students if the public libraries and school libraries worked cooperatively to minimize duplication of services and materials.

Young Adult Services

The Central N.C. Regional Library has always served young adults, or teenagers, through general services and has offered several different types of "special collections" through the years. Up until about 1973 each library maintained a "young adult collection" comprised primarily of books for older juveniles as well as classics. It was aimed primarily at use by teens in their role as students. In 1973 and 1974 these collections were disbanded and smaller "browsing collections" of high interest materials, recreational reading, best sellers, and paperbacks were set up in each branch. The difficulty with these collections is the need for constant changes which requires coordination and supervision.

Although there has long been some sort of special materials collection for teens, actual services specially designed to meet the needs of young adults in the library have been severely lacking. Moreover, those efforts which do exist are not consistent throughout the region. There is little or no programming for teens in 5 out of the 7 library facilities. There is no coordination of young adult collection development. In fact there has never been any specific budget going toward the purchase of materials for teens. Materials have been purchased out of either the juvenile or adult budget on a random basis. There is no staff member in the branches or headquarters library who has special training and special responsibility for serving young adults. This is a genuine problem which has not been addressed. It is probable that many of the youngsters who are served through the branch services to children do not return in their older years except for purely school-related use because that is the only area in which the library has recognized their needs. When school demands no longer exist after graduation and the young adults cease to use the library at all, public libraries wonder how they can re-educate the adult population to view the library as a general resource and information center. It is much more difficult to re-educate an individual than to continue an established pattern of relevant services to him or her from childhood into adulthood.

It is recommended that a service policy statement place a high priority on developing consistent system-wide services to young adults. It is recommended that these services be coordinated by a trained librarian with special responsibilities for serving those from 12 to 20 years of age. It is further recommended that there be an increased amount of programming throughout the region designed to provide young adults with relevant information and that there be a specific materials budget allocation made each year for young adult materials. The number of materials purchased should, at minimum, reflect the N.C. Standards for public library service.

The fact that young people today require special services and have special needs is an accepted fact. Many community agencies have already begun to provide those special services. It is indeed unfortunate, despite the effective outreach service being provided to teens which will be discussed shortly, that the branches of this regional system have not been more active in this area.

SERVICES TO SPECIAL GROUPS: OUTREACH

Any public agency supported with public funds has a responsibility to offer services to all people. Lack of access to services is no longer considered an unfortunate problem of the individual, but it is considered a problem for which the agency should be at least equally accountable. The purpose of outreach services in any agency is to reach those individuals who, because of a barrier of some sort, cannot make use of services offered out of a stationary central office. Barriers to access include lack of transportation, lack of public awareness of services, having services available only during hours when potential patrons are unable to make use of them, and so forth. Traditionally, outreach services in public libraries have tended to address the most obvious barrier, the inability of an individual or group of people to use a branch library because of physical inability, transportation problems, or distance to a facility. First and foremost, outreach services to special groups are a form of service delivery. Secondly, they are specialized to fit the informational needs of the particular group. All the outreach services offered through the Central N.C. Regional Library are part of the Special Services Department. They include bookmobile services, children's services, Project ACEE (outreach service for teenagers), and Homebound Services.

Bookmobile Services

Bookmobile service has been in existence in both Alamance and Chatham Counties since the early 1940's. In 1975 the region was receiving bookmobile service from 3 bookmobiles. One was sold in 1976 and one in 1977 due to the old age of the vehicles and the high maintenance and repair costs. As of September 1977 the regional library owns 1 bookmobile which serves both counties. To purchase or replace Gerstenslager bookmobiles for either of those vehicles sold would have cost approximately $40,000 per bookmobile. These funds were completely unavailable within a budget which has consistently declining funds for materials. The first bookmobile retired had operated solely within the city limits of Burlington. With the opening of the Cum Park Branch Library, Burlington became the only municipality in the region with 2 libraries within its city limits. To continue service as it had been would not have been offering outreach to those who were unable to use the library but offering it to those who were perhaps most able to use the branch libraries. An exception to this is the stop at Holly Hill Mall in Burlington. As has been mentioned earlier, it is a proven fact that individuals in the extreme west and southwest of Alamance County are not being adequately served by existing branches. To eliminate this stop and not offer any alternative library service would be to ignore the needs of these areas and the great number of residents who are potentially active library users.

The bookmobile currently being used to serve both counties holds about 1,500 books. It makes stops on a once-a-month basis throughout both counties Monday through Friday. The latest stop is 4:00-4:45 p.m. Both the days and hours of service in general eliminate use by working people and school children. Table 46 contains a retrospective view of the persons served through bookmobile service over the past several years.

TABLE 46

Bookmobile Use (1974-77)*

	Total Persons Served	Total Circulation
1973-74	19,596	78,841
1974-75	19,846	88,626
1975-76	28,606	97,929
1976-77	8,256	42,314

* From 1973-74 through 1975-76 there were 3 bookmobiles operating on a 2 week schedule, while there were only 2 bookmobiles operating on a 4 week schedule in 1976-77.
From July to December of 1977 the remaining bookmobile served 3,266 people and had a circulation of 15,664.

It is clear that there have been significant decreases in persons served due to the library's inability to replace the 2 old bookmobiles. It is not anticipated that, given limited local and state funds and demands for book funds, $80,000 to replace both will be forthcoming regardless of need. Much has been said throughout this report about the widespread problem of transportation throughout both counties and the extreme nature of that problem in Chatham County. The other outreach programs which will be described in the following pages are designed to serve groups with barriers other than distance from a library facility. Bookmobile service is the only general library service delivery available in Chatham and Alamance Counties. It is recommended that the cost effectiveness of other types of general service delivery, i.e., smaller vehicle service, books by mail, deposit collection, be evaluated and that maintenance of the most effective and economical delivery system or combination of systems be a permanent and high priority service for the regional library. Possible options include:

1. Centralized books by mail;
2. Books by mail on a branch by branch basis requiring special registration according to need;
3. Purchase of smaller van type vehicles for book delivery;
4. Purchase of standard bookmobile.

It is further recommended that a special effort be made to establish some more effective type of service delivery in those census tracts and townships where residents are currently not receiving adequate library service.

Homebound Services

Homebound services (formerly service to the elderly and handicapped) began in January 1972 funded by an LSCA (Library Services and Construction Act) grant for equipment, salary, and books. This service involves visits on a monthly basis to individuals in their own homes, rest homes, and nursing homes. The service is available to anyone of any age who is physically handicapped, homebound, or visually handicapped. In addition to making available materials that could be found in a branch library, homebound staff members provide large print books and magazines and act as liaisons with the

N.C. State Library for the Blind and Physically Handicapped in securing talking book machines and talking books (recordings) free of charge. Homebound services also visits senior citizens clubs and congregate meal sites for the elderly. As was pointed out in the analysis of library users, many elderly people find it difficult to make use of branch facilities. Though the individuals who attend meal sites are often not homebound in the strictest sense they often have need of the more specialized materials available through homebound services. Serving group meetings is an efficient way to reach a larger number of people. After 3 years of federal funding this service has been funded for the past 2 years from the regular budget.

TABLE 47

Homebound Services: Monthly Estimate of Persons Served

	Alamance Co.	Chatham Co.	Total
Service to Individuals	222	175	397
Service to Individuals in Groups	435	245	680
Total Served	657	420	1,077

It is interesting to note in Table 47 that Chatham County receives a greater proportion of homebound services than their proportion of the regional population. Given all the data received in this report indicating the large degree of isolation experienced by the residents of that county, it is appropriate that this should be the case.

Homebound Services is currently being used to capacity. New requests for individual visits are put on a waiting list. It is recommended that Homebound Services be maintained at their present level and increased with community demand for service. It is also recommended that when a general service delivery plan is formulated, those individuals who were taken over from bookmobile service by the homebound staff should be accomodated by a less expensive method of service.

Children's Services

It was brought out in the section on community needs that an increasing number of women in Chatham and Alamance Counties, as nationwide, are going to work. Accordingly, there are increasing numbers of children who are in day care centers and nurseries who are not exposed to visits to the public library unless their parents are able to bring them on Saturday. In March 1972 the Central N.C. Regional Library began offering outreach service to 8 day care centers. Over the past 5 years it has grown until the program now serves approximately 1,000 children a month through 27 day care centers, along with headstart centers, developmental disabled centers, public school classes for exceptional children, low income housing areas, and after-school day care centers. From July to December 1977 Children's Outreach served 6,132 people. Visits to centers are made once a month and include special programs for children on early childhood literature with films, stories, puppets, etc.

Children of reading age are able to check out paperback books. Staff members are now scheduling day care programs in the library whenever possible to encourage day care personnel to make use of branch facilities.

TABLE 48

Children's Services: Monthly Estimate of Persons Served

	Alamance County	Chatham County	Total
# of Groups Served	29	6	35
# of Individuals Served through Groups	857	89	946

Since Children's Services are offered only to groups and since there are many more day care centers and nurseries in Alamance County than in Chatham, it is logical that a larger number of children are served in Alamance County. However, keeping in mind the very low level of service to children in some branches in Chatham County and by the bookmobile there, it is clear that the children of Chatham County are not receiving adequate public library service. It is recommended that new efforts to identify small or informal day care arrangements in Chatham County be made. It is also recommended that closer cooperation with and service to children through the public schools be seriously considered. Possible options include:

1. Children's services visits to early school grades;
2. More visits by school classes to the public libraries in Chatham County;
3. Increased cooperation with organized groups or clubs for children.

Because of the curtailment of the funmobile project due to the sale of the old bookmobiles, it is further recommended that a van type vehicle be purchased that offers special service to children during after-school hours and on weekends. Also, this van should be used to have a full summer schedule offering service to children in rural areas. Making this additional service available during hours which would enable children to make use of the service would require additional staff. 2 of the staff members currently working with Children's Services are employed under CETA and are not guaranteed employment past September 30, 1978.

In August 1977 the Central N.C. Regional Library began offering another special service to children who are not able to visit the library. With funds provided by the Friends of the Library of Alamance County, the library installed a Dial-A-Story machine which enables children throughout Alamance County to hear a short folk tale when they dial the appropriate telephone number. A similar service was begun in Chatham County in January 1978. The Alamance County service received 26,000 calls in the last 4 months of 1977. This extremely high level of use indicates a real need is being filled by Dial-A-Story.

Since many children in Chatham County are not able to call the Pittsboro telephone number toll free because of the communication situation in that county, it is recommended that an additional machine be purchased and installed at the Wren Memorial Library. It is further recommended that a second machine be in-

stalled in the May Memorial Library to minimize the frustration of children who consistently encounter a busy signal because of its heavy use.

Young Adult Services

All outreach services to teenagers offered by the Central N.C. Regional Library are provided through Project ACEE (Alternative Centers for Education and Entertainment). Project ACEE began in July of 1975 with federal LSCA (Library Services and Construction Act) funds. In the spring of 1975 the library conducted a survey on teen attitudes toward the library in high schools throughout Alamance County and selectively in Chatham County. The compiled results of this survey indicated that a majority of teenagers in the library's service area did not make regular use of the library. It also provides insight into the reason for this situation. Primary barriers to teen library use were:

1. Lack of time to make a special trip;
2. Lack of transportation or distance to facility;
3. Atmosphere in library;
4. Lack of relevant materials and programs.

Project ACEE was designed to overcome these barriers.

Originally, the project set up mini-libraries in community centers and recreation centers in low income areas. The model of the program has changed and evolved throughout its existence in an attempt to reach a wider group of young adults. In July of 1977 the project changed significantly with the purchase of a small mobile unit which is outfitted inside much like one of the mini-libraries which had been previously set up in stationary facilities. With the addition of the Teen Machine, this service was maintained by 1 full-time employee rather than 2. At the same time the number of persons served dramatically increased. The Teen Machine carries materials selected only for their relevance to young people from the ages of 12 to 20. Materials include pamphlets, recordings, magazines, many paperbacks, low vocabulary-high interest materials, etc. The Teen Machine currently makes stops at recreation centers, housing projects, community centers, neighborhoods, 4-H Clubs, and schools. During the 6 months from July to December 1977, Project ACEE served 3,573 persons (note that this is higher than the bookmobile for the same period). This represents a 50% increase from the same 6 months of 1976. There was a similar increase in circulation.

It is safe to assume that after 2½ years, special services to young adults is no longer a novelty. The fact that the number of persons making use of this service continues to increase despite staff changes and changes in the manner of service delivery is additional proof of the community's need for this service. As all LSCA grants are limited to 3 years, the federal funding for this project expires as of June 1978. In the last year and a half the regional library has picked up vehicle maintenance and materials expenses. In 1978-79 the 1 full-time staff member's salary and related expenses will have to be picked up on the local level for this service to continue.

One of the most comprehensive efforts of providing community information to special groups was a result of this project. Talk of the Town, a resource

and services directory for teens in Alamance County, was distributed to all teens in grades 9 through 12 throughout the county. Approximately 9,000 teens received this information. The directory was printed with federal funds.

It is recommended that Special Services to Young Adults be continued and expanded to offer similar materials and services in the branch facilities. Additional mobile services should be made available to teens in areas not being served by branch facilities in both Chatham and Alamance Counties. This may be best accomplished through cooperation with other organizations, such as schools or churches. It is recommended that staff for this program be maintained at least at its present level.

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Also used extensively were computer print-outs of U.S. Census: 1970, providing information on Alamance and Chatham Counties not found in other printed sources. These print-outs were supplied by the Division of State Library, North Carolina Department of Cultural Resources.

APPENDIX

Questionnaire Used in Evaluation of Facilities

Library Walkaround

Library _____

Date _____

Physical Plant - Interior

1. Imagine you are entering the community for the first time - Is there any indication of the library's location near any main traffic route?

2. Is it conveniently located in relation to other commercial resources, i.e., can you visit library while out to do other errands?

3. Is it easily accessible with regard to traffic patterns?
   a. vehicles _____ b. walking _____

4. Is there a large sign identifying the library that can be easily seen - seen from the road?

5. Is it easily accessible to the very young, very old, or handicapped (steps, heavy doors)?

6. Are the grounds and exterior of the building attractive and well kept?

7. Would you feel comfortable using the facility at night - does the neighborhood seem safe, etc.?

8. Are the following exterior facilities adequate:

parking	yes ( )	no ( )
bike racks	yes ( )	no ( )
stairs & railings	yes ( )	no ( )
sidewalks	yes ( )	no ( )
book returns facilities	yes ( )	no ( )

9. Is it evident from the outside that it is a library?

Interior of Building

1. Can you see a staff person when you walk in?

2. Is it clear that it is a library?

3. Is the atmosphere comfortable in terms of:

adequate heating & cooling	yes ( )	no ( )
comfortable seating	yes ( )	no ( )
adequate lighting on stairs	yes ( )	no ( )
in stacks	yes ( )	no ( )
in study areas	yes ( )	no ( )
attractively decorated	yes ( )	no ( )
too noisy	yes ( )	no ( )
do you feel obliged to whisper	yes ( )	no ( )

4. Is it clear where to go for help or information?

5. Are there signs identifying the various areas of the library and the collection?

6. Are there signs explaining procedures and rules?

7. Are there adequate facilities for displays, exhibits, and announcements?

8. Are the displays attractive?

9. Do you have to reach very high or stoop very low to get books off the shelves?

10. Are there public telephones?

11. Are there adequate restroom facilities for adults and children?

12. Are the restroom facilities easy to find?

13. Is there a water fountain for adults and children?

14. Is there a meeting room?	If so:	yes	no
Is it large enough?		( )	( )
Is there an outside entrance?		( )	( )
Can it be used separately?		( )	( )
Is it private?		( )	( )
Access to restrooms?		( )	( )
Is there comfortable seating?		( )	( )
Apparatus for media presentations?		( )	( )
Kitchen facilities?		( )	( )

15. Is the interior, in general, neat and clean?

16. Can old, young and handicapped people easily reach all departments within the building?

17. Does the building seem safe in terms of:	yes	no
Handrails?	( )	( )
Emergency exits (well marked)?	( )	( )
Potential hazards for children and elderly (slippery stairs, projecting edges,etc?	( )	( )
Are ashtrays provided?	( )	( )
Are aisles kept clear?	( )	( )
Are there smoke detectors, sprinklers,etc?	( )	( )

18. Is there enough study space near reference materials?

19. Is there enough comfortable seating near leisure reading materials?

20. Is there any seating specially designed for children?

21. Is there enough staff work space, i.e., does staff work take over public areas?

22. Is there an identifiable service area for children?

23. Is there an identifiable area for teenagers?

24. Is there a copier for public use?

25. Can you find the following without asking?

	yes	no
New books?	( )	( )
Copier?	( )	( )
Records?	( )	( )
Magazines and newspapers?	( )	( )
A-V materials (films, etc.)?	( )	( )
Paperbacks?	( )	( )
Reference materials (encyclopedia, etc.)?	( )	( )

26. Are there adequate facilities for listening to recordings within the library?

Services

1. Are the library hours convenient for the public?
2. Are the number of open hours adequate?
3. Are programs in the library planned at convenient times?
4. Are there services that should be provided which are not?
5. Are the staff members friendly and courteous?
6. Are there always staff members available on the floor?
7. Do you feel comfortable asking for help?
8. Do you have to wait a long time to be helped?
9. Are the librarians easy to talk to?
10. Does the staff seem well aquainted with materials, knowledgeable about resources and what the library has to offer?
11. Can you find the materials you are looking for?
12. Is the borrowing period long enough - too long?
13. Are the renewal procedures convenient or too restrictive?
14. Is it easy to get a library card?
15. Does the library provide adequate service in borrowing materials other than books:

	yes	no
Films?	( )	( )
Projectors and screens?	( )	( )
New books?	( )	( )
Magazines?	( )	( )
Records?	( )	( )
Art reproductions and posters?	( )	( )

16. Is the fine system equitable?
17. Should there be fines?

18. Are you made aware of the fines system somehow when you get a card or check out a book?

19. Is there a staff person available to help you with reference and information needs?

20. Do you feel you get adequate help on the telephone when calling to get information? (You will have to make a call to find this out - if you have the time.)

21. Does the library seem to have adequate reference materials - up to date information?

22. When the library does not have the materials you need, are alternatives suggested? Does the staff offer to try and get them from another source or library?

23. Does the library offer periodic programs for all ages?

24. Are the programs interesting and informative?

Comments: